

**IN THE UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF VIRGINIA
Richmond Division**

KAREN WHITE,

Plaintiff

v. v.

CIVIL NO. 3:12-cv-00115-REP

BMW OF NORTH AMERICA, LLC.,

Defendant.

DECLARATION OF KAREN WHITE

Pursuant to 28 U.S.C. §1746, I, Karen White, declare the following:

1. On or about May 29, 2009, I purchased a 2009 BMW/3 series/335, VIN number WBAPN753569A265980.
2. The purchase contract by which I purchased this new BMW automobile from Casey BMW is as attached hereto as Exhibit "A".
3. I purchased this automobile for my own household and personal use.
4. I financed the purchase and thereby paid \$ 64,956.70, the "Total Sale Price" in the contract.
5. My vehicle was purchased with a no-cost BMW Maintenance Program providing for coverage of 4 years/50,000 miles from the original in-service date, whichever comes first.
6. I first began having mechanical problems with the vehicle as early as November 2009 and the vehicle has had continuous mechanical problems since.
7. I have had to have my vehicle serviced on more than a dozen occasions, the latest of which was due to an engine replacement causing me to be without my vehicle

for approximately 50 days.

8. When I purchased the vehicle I expected to purchase a vehicle "free of defects", however, I have had continuous mechanical break downs starting as early as four months after the date of purchase and believe the vehicle is not in good mechanical condition and not merchantable.
9. Most of my repair attempts are as detailed in the attached BMW service history and service records provided to me by BMW and Casey BMW, attached as Exhibit "B".
10. The vehicle was in the shop and was repaired as follows:

9/12/09-	Performed Standard Scope per DCS. Oil&filter changed. Installed microfilter. Drained & refilled diesel exhaust fluid. Set tire pressures.
11/19/09-	Performed standard scope per DCS. Oil & filter changed. Customer states headlamps not working properly. Had fault for left headlights stepper motor controlled the test plan, determined that the left SMC was the module at fault. Left headlamp stepper motor controller must be replaced. Replaced SMC to spec. Programmed with CAS. (In Shop 13 days)
12/28/09-	Standard maintenance - oil & filter change. Diesel exhaust fluid to be changed. Tech found brake light bulb out. Bulb burnt. Replaced LF brake bulb.
2/1/10-	Standard maintenance - vehicle fault memory read. Vehicle check performed.
2/19/10-	SRS/Airbag -light is on. Wires under driver seat -replaced control unit. Removed driver seat & repaired both wires for head restraint. Customer states car will not start in a certain amount of miles. Inspected & found vehicle low on diesel exhaust fluid. Topped off fluid. (In Shop 7 days)
4/1/10-	Light switch wires. Customer states car will not start in a certain

amount of miles. Inspected & found vehicle low on diesel exhaust fluid. Topped off fluid and checked for leaks.

4/28/10- Windshield cracked. Oil& filter change. Replaced fuel filter.

6/1/10- 2ND TIME- Seatbelt light does not go off after buckling. Found that the problem is due to customer leaving luggage on seat causing it to trigger. Advised customer of how seat occupancy detector can be set off by luggage.

(In Shop 3 days)

6/25/10- Headlamp bulb warning. Could not verify all light operating normal. Customer states at times several warning lights come on/off – Coolant & service indicators; check fluids; TPMS light on drivers rear tire.

(In Shop 5 days)

6/30/10- Customer states high pitch noise coming from behind frt seat –ck speakers. Could not verify.

6/30/10- Low oil light on. Found ½ qt low.

(In Shop 2 days)

7/20/10- Vehicle feels like its missing, not running well. Running rough.

Found Buliten, found fault. Clean metering valve.

Customer states side rear speaker making a crackling noise. High pitch loud noise. Could not duplicate.

Customer states service engine soon light on/off at times. Short tested. Found faults. Instructed to replace throttle valve.

(In Shop 7 days)

8/7/10- Engine runs rough. Inspected and tested. Found faults.

8/30/10- Engine light coming on. Had fault. Metering valve operating but is clogged with crystallized def. Valve cleaned out 2 weeks ago. Needs

new valve.

(In Shop 4 days)

9/10/10- Check engine light. Customer states vehicle idles low/shakes, acts like it is cutting off. Found diesel engine failure due to valve cover crank case ventilation system malfunction. Replaced diesel engine, turbos, dpf, intercooler, 6 injector

(In Shop 42 days)

10/30/10- Check engine light on. Cleared fault memor, found vacuum line to turbo shut off and not properly controlling boost causing faults. Found leak at main actuator. Replaced vacuum line.

(In Shop 50 days)

1/25/11 Front seat belt inoperable. Could not duplicate. Dash light malfunction. Replaced rear taillight.

2/15/11 Warning indicator on dash. Diesel Exhaust Fluid low.

3/18/11 Oil and filter change. Undercarriage repairs from hitting curb.

5/2/11 Warning light on dash. Diesel Exhaust fluid filled. Vehicle shakes at high speed. Tires replaced.

11. I contacted BMW in multiple ways: through its dealer and directly (by phone and in writing) once these repairs started, but before BMW's last attempts to remedy the automobile's defects.

12. After I began trying to obtain a buyback of my automobile from BMW in litigation, I learned for the first time that BMW was going to try and claim that some or all of the vehicle defects were caused by my use of illegal or high sulfur gasoline.

13. I do not use gas stations that sell high sulfur gasoline. In fact, I most frequently purchase gasoline from a "Royal Farms" gas station that sells only "Ultra-Low Sulfur Highway Diesel Fuel" and have personally taken the photographs attached

hereto as Exhibit "C" to show this fact.

14. I have asked BMW to repurchase the automobile or to refund my money and loan.
It has refused to do either.
15. I have paid \$4,896.85 for insurance on the vehicle.
16. I have paid \$2,677.19 for the property taxes on the vehicle.
17. I have lost time from work in excess of 30 hours due to seeking necessary repairs of the vehicle. I earn approximately \$35.00 per hour.
18. I have incurred additional unliquidated damages for the loss of use and convenience of my automobile. However, after consultation with my attorneys, I would forego those in order to allow determination of my case by my Motion for Summary Judgment.

I declare under penalty of perjury that the foregoing is true and correct.

EXECUTED this 17th day of August 2012.



Karen White

BMW Financial Services**Motor Vehicle Retail Installment Contract - Virginia**

1. PARTIES	
BUYER(S) Name <u>KAREN L WHITE</u> Address (include County and Zip Code) <u>14039 4 SQUARE RD</u> <u>SMITHFIELD VA 23430</u> Billing Address (if different)	SELLER Name <u>CASEY BMW</u> Address <u>12961 JEFFERSON AVE</u> <u>NEWPORT NEWS VA 23606</u> DATE OF CONTRACT <u>07/29/2009</u>

This Motor Vehicle Retail Installment Contract ("Contract") is entered into between the buyer(s) ("Buyer") and the seller ("Seller") named above. Unless otherwise specified, "I", "me" and "my" refer to the Buyer and "you" and "your" refer to the Seller or Seller's assignee. "Vehicle" refers to the vehicle described below. I promise to pay Seller the Total of Payments in accordance with the Payment Schedule shown below. I acknowledge that I am purchasing the Vehicle from Seller on an installment basis and accept the Vehicle in its present condition, including all its equipment, parts and accessories.

2. VEHICLE						
<input checked="" type="checkbox"/> New	Year <u>2009</u>	Make <u>BMW</u>	Model <u>3 SERIES</u>	Vehicle Identification Number <u>NR8DM73599A205080</u>	Odometer Reading <u>2</u>	<input type="checkbox"/> Personal Use
<input type="checkbox"/> Used						<input type="checkbox"/> Business Use
<input type="checkbox"/> Telephone <input type="checkbox"/> CD Player <input type="checkbox"/> (specify) <input type="checkbox"/> (specify) <input type="checkbox"/> (specify)						

3. CREDIT DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of my credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost me.	Amount Financed The amount of credit provided to me or on my behalf.	Total of Payments The amount I will have paid after I have made all payments as scheduled.	Total Sale Price The total cost of my purchase on credit, including my downpayment of \$ <u>5000.00</u>
<u>3.99 %</u>	<u>\$ 7129.65</u>	<u>\$ 52777.04</u>	<u>\$ 59956.79</u>	<u>\$ 64956.79</u>

4. PAYMENT SCHEDULE		
Number of Payments	Amount of Payments	When Payments Are Due
<u>60</u>	<u>666.87</u>	Monthly, beginning <u>07/13/2009</u>
1 Balloon Payment (if applicable)	<u>18192.80</u>	DUE ON <u>06/15/2014</u>

SECURITY. I am giving a security interest in the Vehicle.
LATE CHARGE. If all or any portion of a payment is more than 7 days late, I will be charged 5% of that payment.
PREPAYMENT. If I pay off this Contract early, I will not have to pay a penalty.

Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and the right to require repayment in full before the scheduled maturity date.

5. ITEMIZATION OF AMOUNT FINANCED	
A. CASH PRICE (1) Cash Price of Vehicle and Accessories <u>\$ 46875.00</u> (2) Sales Tax <u>+ 1551.27</u> (3) Other (Describe) <u>N/A</u> <u>+ N/A</u> (4) Other (Describe) <u>N/A</u> <u>+ N/A</u> (5) Other (Describe) <u>N/A</u> <u>+ N/A</u> (6) Total Cash Price <u>= 48426.27</u>	D. AMOUNTS PAID TO OTHERS ON MY BEHALF (1) To Public Officials: (a) License, Title, and Registration Fees <u>\$ 48.75</u> (b) Other Official Fees (Describe) <u>N/A</u> <u>+ N/A</u> (2) To Insurance Companies For: (a) Credit Life/Disability Insurance <u>+ 3601.02 *</u> (b) Other Insurance (Describe) <u>GAP INS</u> <u>+ 500.00 *</u> (3) Other Charges: (a) To <u>N/A</u> For Service Contract <u>+ 2868.00 *</u> (b) To <u>N/A</u> For <u>N/A</u> <u>+ N/A *</u> (c) To <u>SELLER</u> For <u>PROC FEE</u> <u>+ 449.00 *</u> (d) To <u>BMW</u> For <u>MAINT CONT</u> <u>+ 2364.00 *</u> (e) To <u>N/A</u> For <u>N/A</u> <u>+ N/A *</u> (f) To <u>N/A</u> For <u>N/A</u> <u>+ N/A *</u> (g) To <u>N/A</u> For <u>N/A</u> <u>+ N/A *</u> (h) To <u>N/A</u> For <u>N/A</u> <u>+ N/A *</u> (4) Total Amounts Paid to Others on My Behalf <u>= 9350.77</u>
B. DOWN PAYMENT (1) Net Value of Trade-In (Gross Allowance \$ <u>N/A</u> /Payoff \$ <u>N/A</u>) (Year <u> </u> , Make <u> </u>) Model <u> </u> \$ <u>N/A</u> (2) Cash Down Payment <u>+ 5000.00</u> (3) Manufacturer's Rebate Assigned to Seller <u>+ N/A</u> (4) Other (Describe) <u>N/A</u> <u>+ N/A</u> (5) Total Down Payment <u>= 5000.00</u>	E. AMOUNT FINANCED (C plus D(4)) <u>\$ 52777.04</u>
C. UNPAID BALANCE OF CASH PRICE (A(6) minus B(5)) <u>\$ 43426.27</u>	

*Seller and/or Seller's affiliates may retain or receive a portion of these amounts.
 * = estimate

THE SELLER MAY ASSIGN THIS CONTRACT AND RECEIVE A FEE OR OTHER CONSIDERATION FOR FACILITATING YOUR FINANCING.

EXHIBIT

"A"

Central States Health & Life Co. of Omaha

(A Mutual Legal Reserve Company)

P.O. Box 34350 • Omaha, Nebraska 68134-0350 • 1-800-826-6587

9960635

(Called We, Us or Our)
BENEFIT SCHEDULE

CERTIFICATE NUMBER 9960635
CSD ACCOUNT NUMBER 8702591648

PRIMARY BORROWER (You)	ADDRESS	AGE
RAPHAEL RUIFE (Sec. Sec. No. 1-844)	14814 1 SEMAR BLVD SOUTHEAST VA 23432	75
CO-BORROWER	ADDRESS	AGE
(Sec. Sec. No.)		
CREDITOR BENEFICIARY (Name and Address)	SECOND BENEFICIARY	EFFECTIVE DATE OF INSURANCE
5550 BRITTON PARKWAY HILLIARD OH 43026-7446	METRO LIFE	05/29/2004

COVERAGES	CODE	LIMITS OF LIABILITY	PREMIUM	TERM MONTHS	TERMINATION DATE OF INSURANCE
<input type="checkbox"/> SINGLE LEVEL LIFE	02	AMOUNT OF LEVEL LIFE INSURANCE \$110,000.00	\$ 375.54	NS	05/15/2014
<input type="checkbox"/> JOINT LEVEL LIFE	04				
<input type="checkbox"/> SINGLE GROSS DECREASING LIFE	01	ORIGINAL AMOUNT OF GROSS DECREASING LIFE INSURANCE \$410,000.00	\$ 520.25	NS	05/15/2014
<input type="checkbox"/> JOINT GROSS DECREASING LIFE	03				
<input type="checkbox"/> SINGLE NET DECREASING LIFE	05	ORIGINAL AMOUNT OF NET DECREASING LIFE INSURANCE \$ N/A	\$ N/A	N/A	
<input type="checkbox"/> JOINT NET DECREASING LIFE	06				
DISABILITY BEGINNING 1ST DAY <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT	05	MONTHLY DISABILITY BENEFIT \$ N/A	\$ N/A	N/A	
DISABILITY BEGINNING 1ST DAY <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT AFTER 14 DAY WAITING PERIOD	01	MONTHLY DISABILITY BENEFIT \$ N/A	\$ N/A	N/A	
DISABILITY BEGINNING 31ST DAY <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT	02	MONTHLY DISABILITY BENEFIT \$ N/A	\$ N/A	N/A	
DISABILITY BEGINNING 1ST DAY <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT AFTER 30 DAY WAITING PERIOD	04	MONTHLY DISABILITY BENEFIT \$ N/A	\$ N/A	N/A	
DISABILITY BEGINNING 1ST DAY <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT AFTER 7 DAY WAITING PERIOD	03	MONTHLY DISABILITY BENEFIT \$ N/A	\$ N/A	N/A	
*Sec. Sec. No. not required to obtain insurance					
MAX. TERM OF INSURANCE: 10 Years		TOTAL PREMIUM \$ 375.54		AMOUNT FINANCED \$ 20777.84	
MAX. AMOUNT OF LIFE INSURANCE \$ 70,000		MAX. AMOUNT OF AGGREGATE DISABILITY INSURANCE \$ 70,000			
EFFECTIVE DATE OF LOAN 05/29/2004		TERM OF LOAN 10 YRS		MOS. INTEREST RATE 3.99 % APR	
		LOAN AMOUNT		TERMINATION DATE OF LOAN 05/13/2014	

COMPARISON OF COVERAGE OPTIONS

Type of Coverage	Amount Financed			Monthly Loan Payment			Insurance Premium		
	Net	Gross	Level	Net	Gross	Level	Net	Gross	Level
1. Credit Life	4,444.44	5,111.11	N/A	639.13	658.40	N/A	N/A	1,775.82	N/A
2. Credit Disability	N/A	5,111.11	N/A	N/A	658.40	N/A	N/A	1,512.37	N/A
3. Credit Life & Disability	5,111.11	5,777.78	N/A	657.15	658.40	N/A	1,512.37	3,091.82	N/A
4. No Insurance	11,111.11	16,666.67	N/A	639.13	658.40	N/A	N/A	N/A	N/A

- Purchase of credit insurance is not required and is not a factor in granting credit.
- You have the right to use alternative coverage or to buy insurance elsewhere.
- For variable interest rate loans, please refer to the "variable interest rate loans" provisions.
- Pre-existing conditions are not immediately covered.
- No disability coverage provided on the balloon payment.
- In the event of pre-payment of Your loan, refer to Part O, Refunds.
- This insurance may not be enough to completely pay off Your loan.

Primary Borrower/Co-Borrower must complete the following questions when applying for coverage.

	Primary Borrower		Co-Borrower	
	Yes	No	Yes	No
1. Have You reached Your 71st birthday?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. If the Schedule shows that You have chosen disability insurance, are You actively working less than 30 hours per week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Within the last 2 years, have You been treated or diagnosed by a medical professional for any disease of the heart or circulatory system, high blood pressure (taking 2 or more prescribed medications), Acquired Immune Deficiency Syndrome (AIDS), AIDS Related Complex (ARC), HIV infection, cancer or other malignant tumors, leukemia, uremia or any disease of the kidney, medicated diabetes, epilepsy, convulsive disorders, arthritis, back or spinal disorders, mental disorders, disease or disorder of the nervous system, any disease of the lungs or liver, alcoholism or drug addiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We reserve the right to request that the Borrower(s) complete a more detailed application based on their responses to the questions in this application.

PLANS OF CREDIT INSURANCE DISCLOSURE: The Creditor, Primary Borrower and/or Co-Borrower certify by signing below, that all eligible plans of credit insurance have been disclosed and made available.

I represent the above statements are true, correct, and complete to the best of my knowledge and belief. I understand the Company is relying on this information in issuing my coverage.

(Applications signed by Power of Attorney voids protection.)

Primary Borrower's Signature _____ Date of Birth _____ Date _____

Co-Borrower's Signature _____ Date of Birth _____ Date _____

Signature of Creditor's Representative _____ Date _____

Creditor's Representative (Please Print) _____

PURCHASER'S NAME KAREN L WHITE		HOME ADDRESS 14039 4 SQUARE RD	
CO/PURCHASER NAME PLEASE ENTER MY ORDER FOR THE FOLLOWING:		CITY, STATE, ZIP SHITHFIELD VA 23430	
<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO		COUNTY (757) 650-4225	E-MAIL ADDRESS andya@ed1.com
YEAR 2009	MAKE BMW	MODEL 3 SERIES	TYPE/DOORS 335D
MILEAGE 2	VIN W B A P N 7 3 5 6 9 A 2 6 5 9 8 0	COLOR BLACK	IN SERVICE DATE
IMPORTANT! Purchaser(s) and dealer agree that if any Dispute (except those specifically noted in this Arbitration Agreement) arises, the Dispute will be resolved by binding arbitration by a single arbitrator under the applicable rules of the alternative dispute resolution agency named below, with that arbitrator rendering a written decision with separate findings of fact and conclusions of law. Purchaser(s) initials below evidence that the provisions in this box and section 17 on the reverse have been read and understood by Purchaser(s). THE PARTIES UNDERSTAND THAT THEY ARE WAIVING THEIR RIGHTS TO JURY TRIAL OF ALL DISPUTES BETWEEN THEM NOT SPECIFICALLY EXEMPTED FROM ARBITRATION IN THE ARBITRATION AGREEMENT.		PRICE INCLUDING FREIGHT, HANDLING & DELIVERY 46875.00 GAP 500.00 TOTAL PURCHASE PRICE 47375.00 PROCESSING FEE FOR CONSUMER SERVICES 449.00 3% VA. TITLE TAX 1419.72 DEALER'S BUSINESS LICENSE TAX N/A ON-LINE SYSTEMS FILING FEE N/A REGISTRATION FEE 38.75 TITLE FEE 10.00 48.75 TOTAL DELIVERED PRICE 49292.47 SUBMITTED WITH ORDER (1) N/A ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED N/A PURCHASER RESPONSIBLE FOR PAYOFF ACCURACY (2) N/A EQUITY ON TRADE-IN (3) N/A ADDITIONAL DOWN PAYMENT ON DELIVERY (4) 5000.00 MFG. REBATE (5) N/A TOTAL DOWN PAYMENT (1+2+3+4) 5000.00 EXTENDED SERVICE CONTRACT INCLUDING 5393.55 TAX OF 131.55 BALANCE DUE ON DELIVERY 49886.02	
Alternative Dispute Resolution Agency Name and Address PAUL WARREN 500 E. MAIN ST. SUITE 230 NORFOLK, VA 23510			
LESS BALANCE OWING TO: FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. DATE 8/15/12 SIGNATURE Karen White			
YEAR	MAKE	MODEL	COLOR
MILEAGE N/A	VIN	TAG NO.	
SALESPERSON RONALD W. HEATH			

The front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants, sells, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY: THIS SALE IS CONDITIONED UPON APPROVAL OF YOUR PROPOSED RETAIL INSTALLMENT SALE CONTRACT AS SUBMITTED TO OR THROUGH THE DEALER. IF THAT PROPOSED RETAIL INSTALLMENT SALE CONTRACT IS NOT APPROVED UNDER THE TERMS AGREED TO WITH THE DEALER, YOU MAY CANCEL THIS SALE AND ANY DOWN PAYMENT AND/OR TRADE-IN YOU SUBMITTED WILL BE RETURNED TO YOU, PROVIDED THAT ANY VEHICLE DELIVERED TO YOU BY THE DEALER PURSUANT TO THIS AGREEMENT IS RETURNED TO THE DEALER IN THE SAME CONDITION AS DELIVERED TO YOU, NORMAL WEAR AND TEAR EXCEPTED, WITHIN 24 HOURS OF WRITTEN OR ORAL NOTICE TO YOU OF THE CREDIT DENIAL.

FOR SALES INVOLVING DEALER ARRANGED FINANCING/ LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE, IF YOU FAIL TO RETURN THE VEHICLE. DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.

Approved _____
Dealer or Authorized Representative

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

Date: _____

W0-2005-A (rev) © 2005 The Reynolds and Reynolds Company

TO ORDER: www.reynolds.com 1-800-344-4196; fax 1-402-521-9955

THIS PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THE FORM. CONTACT YOUR OWN CREDIT COUNSEL.

Signed (1) _____ 224-17-8401
Purchaser Social Security Number
(2) _____
Purchaser Social Security Number

The Mechanic

MECHANICAL REPAIR SERVICE CONTRACT

ADMINISTRATOR:
175 WEST JACKSON BLVD.
CHICAGO, ILLINOIS 60604
TOLL FREE: 1-800-621-2130
FOR EMERGENCY ROADSIDE ASSISTANCE:
TOLL-FREE 1-866-603-5420

CONTRACT NO. CT 49393

INFORMATION SCHEDULE

1. Covered Vehicle

VIN			
Make	Model	Year	Current Odometer Reading
Vehicle Code	Vehicle Class		
<input checked="" type="checkbox"/> 1.0L	<input checked="" type="checkbox"/> 1.0L		
Diesel <input checked="" type="checkbox"/>		Check All That Apply: 4x4/AWD <input type="checkbox"/> Turbo/Supercharged <input type="checkbox"/>	

2. Customer

Name		Street	
City	State	Zip Code	Telephone
			Hm. () Wk. ()

3. Service Contract Period

This Service Contract begins on the Service Contract Purchase Date (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Service Contract ends when the Months indicated below from the Service Contract Purchase Date is reached or when the additional Miles indicated below are registered on the odometer, whichever occurs first.

Term: Months Miles

4. Coverage Plan

If no Coverage Plan box has been checked, Silver Coverage Plan will apply.

Power Train <input type="checkbox"/>	Silver <input type="checkbox"/>	Gold <input type="checkbox"/>	Platinum <input checked="" type="checkbox"/>
Additional Benefits Rental Reimbursement and Emergency Roadside Assistance apply to all Coverage Plans.			
Commercial Use: Silver <input type="checkbox"/> Coverage Plan Only			

5. Deductible

Standard Deductible: \$100 Per Visit	Optional Deductible: If the Optional Deductible box has not been checked, the \$100 Standard Deductible will apply. <input checked="" type="checkbox"/> Disappearing Deductible (The deductible is \$0 if covered repairs are performed at the Selling Dealer and \$100 per visit when performed elsewhere.)
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6. Service Contract Price

Price: \$

7. Selling Dealer

Dealer Number	Name	Street
City	State	Zip Code
		Telephone

8. Lien Holder

I, the undersigned holder of this Service Contract, hereby authorize the following Lien Holder: 1. To receive any refund for credit to my account in the event this Service Contract is canceled; and 2. To cancel the Service Contract in the event I default in my obligation to such Lien Holder.

Name

Address

Service Contract
Purchase Date

Month Day Year

Notice to Customer:

- The purchase of this Service Contract is not required to obtain financing or to purchase or lease this vehicle.
- You are required to obtain authorization prior to beginning any repairs covered by this Service Contract. Refer to Service Contract Section VII, "Your Responsibilities" for instructions.
- You must follow the maintenance procedures listed in Service Contract Section V, "Maintenance Requirements." If your failure to follow the procedures causes a breakdown, you may be denied coverage.
- The benefits provided under Dealer Warranties required by state law are not covered by this Service Contract.
- If the manufacturer's warranty has been declared void, this Service Contract does not cover the vehicle until the end of what would have been the manufacturer's warranty.

Signed By

Customer

Signed By

Dealer's Representative

AWS-281-NCT (R 09/07)
(Stock Reorder Number)

CUSTOMER COPY

AWS-281-NCT (05/05)

FOR IT

0500 007 101 100 000

White 000004

ASSURANCE EDGE™ MOTOR CLUB MEMBERSHIP AGREEMENT

AGREEMENT NO. CR 46964

174839 22822 INFORMATION SCHEDULE

1. Covered VehicleVIN
WBAFN73569A265988

Make BMW	Model 3 SERIES	Year 2009	Current Odometer Reading 2
-------------	-------------------	--------------	-------------------------------

Vehicle Code

373015

Car



Truck



Diesel



Check All That Apply:

4x4



Turbo

**2. Member**Name
KAREN L WHITEStreet
14039 4 SQUARE RDCity
SMITHFIELDState
VAZip Code
23438Telephone Hm (757) 650 4225
Wk (757) 238 8845**3. Membership Agreement Period**

This Agreement begins on the Agreement Date (See Key Terms) and shall end: 60 months from the Agreement Date.

4. Membership Benefits

- | | |
|---|---|
| A. 24-Hour Roadside Assistance | G. Custom Trip Routing |
| B. Emergency Travel Expense Reimbursement | H. Hotel Discounts |
| C. Vehicle Rental Reimbursement | I. Vehicle Rental Savings |
| D. Tire Hazard Protection Reimbursement | J. Cruise America Recreational Vehicle Rental Savings |
| E. Wheel Hazard Protection Reimbursement | K. Emergency Message Relay |
| F. \$1,000 Vehicle Theft Reward | |

5. Membership Agreement Charge

Membership Agreement Charge: \$ NONE

6. Dealer

Dealer Number 5876	Name CASEY BMW	Street 12861 JEFFERSON AVE
City NEWPORT NEWS	State VA	Zip Code 23608
		Telephone (757) 989 1300

7. Lien Holder

I, the undersigned holder of this Motor Club Membership Agreement, hereby authorize the following Lien Holder: 1. To receive any refund for credit to my account in the event this Motor Club Membership Agreement is canceled and the cancellation takes place while I still owe funds to the Lien Holder; and 2. To cancel the Motor Club Membership Agreement if I am not in my obligation to such Lien Holder.

BMW

Name

Address

HILLIARD OH 43026-7456

Agreement Date

05/09/09

Month

Day

Year

Signed By

Customer

Signed By

Dealer's Representative

NOTICE TO MEMBER:
THE PURCHASE OF THE MOTOR CLUB MEMBERSHIP AGREEMENT IS NOT REQUIRED TO OBTAIN FINANCING OR TO PURCHASE OR LEASE THIS VEHICLE.

ROAD AMERICA
a MAPFRE company

FOR MEMBERSHIP BENEFITS, CALL TOLL-FREE 1-888-248-8290.

OPTIONAL GUARANTEED ASSET PROTECTION (GAP)

CONTRACT AMENDMENT

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT OR LEASE CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE/LEASE OF THE VEHICLE.

AMENDMENT NUMBER: **IS 10281** CUST# 174839DEAL# 22022

INFORMATION SCHEDULE

VEHICLE	
VIN: WBAPN73569A265980	<input checked="" type="checkbox"/> New (Unfilled) <input type="checkbox"/> Pre-Owned (Previously Titled)
Make: BMW 3 Series	Year: 2009 Trim Level: 335i Odometer: 2
CUSTOMER	
Name: KAREN L. WHITE	Street: 14239 4 SQUARE RD
City: SMITHFIELD	State: VA Zip Code: 23430 Telephone: (757) 650-4225
DEALER	
Dealer #: 070000901	Name: CASEY BMW Street: 12961 JEFFERSON AVE
City: NEWPORT NEWS	State: VA Zip Code: 23608 Telephone: (757) 989-1300
LIENHOLDER	
Name: BMW BANK OF NORTH AMERICA	Telephone: (614) 771-4550
Contract Information and GAP Charge	
Type of Contract: <input type="checkbox"/> Retail Installment Sales Contract (Conventional Loan)	<input checked="" type="checkbox"/> Retail Installment Sales Contract (Other Loan - Deferred, Balloon, etc.) <input type="checkbox"/> Lease
Date of Contract: 08/29/09	Date of First Payment: 07/13/09 A.P.R.: 3.90
Amount Financed or Capitalized Cost: \$ 52777.04	Balloon Amount or Residual Value: \$ 16192.50 Total of Payments: \$ 59956.70
Contract Term: 60	(May not exceed \$50,000 including Balloon Amount or Residual Value)
(Retail Installment Sales Contract Term may not exceed 84 Months) (Lease Term may not exceed 60 Months)	GAP Charge: \$ 500.00

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

- I. KEY INFORMATION**
- You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and other considerations.
 - You may purchase GAP only at the time You sign Your Contract to purchase or lease the Vehicle from the Dealer.
 - You may wish to consult an insurance agent to determine whether alternative programs or products are available and at what cost.
 - In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
 - GAP coverage may decrease over the term of the Contract.
 - GAP coverage terminates if You refinance the Contract to which this Amendment refers. You are entitled to a refund of the GAP Charge, as outlined in the CANCELLATION PROVISIONS, as of the date of the refinance.
 - GAP coverage terminates upon the expiration of any redemption period following the repossession or surrender of Your Vehicle.
 - You are not required to purchase GAP to obtain credit or financing. It is completely voluntary and optional.
 - GAP is not a substitute for nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage or liability.
 - Extensions, Holiday or Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
 - GAP does not provide any benefit for lost cash down payment, trade equity or finance charges after the Date of Loss.
 - There is no GAP payment in the event that there is no Deficiency Balance.

II. GAP CONTRACT AMENDMENT

If You purchase optional GAP and pay the GAP Charge shown above, Your Contract with the Dealer is amended by adding the following and subject to the provisions on the following page:

"If the Insurance Company providing physical damage coverage on the Vehicle described above determines that the Vehicle is a Total Loss, then You will be responsible for paying only the following to the Lienholder You make payments to under the Contract:

- A) The Value of the Vehicle as determined by the physical damage insurance company on the Date of Loss or the NADA Retail Value of the Vehicle, whichever is greater, plus any physical damage insurance deductible over \$1,000 which reduces that settlement, or
 - B) If there is no physical damage insurance in effect on the Date of Loss, the average retail price of the Vehicle on the Date of Loss based on a current edition of the NADA Used Vehicle Price Guide.
- You will also be responsible for any early termination fees, late or deferred payments and charges, finance charges after the Date of Loss and refundable portions of any cancelable add-ons such as service contracts, credit life insurance or pre-paid maintenance agreements.

In addition to the above, You will be responsible for any portion of a Deficiency Balance that results from the Amount Financed or Capitalized Cost that exceeded 150% of the Retail Value of the Vehicle.

CANCELLATION PROVISIONS

You may cancel GAP at any time for a refund of all or part of the GAP Charge by notifying Us or the Administrator, in writing, that You want to cancel. If You notify Us or the Administrator within thirty (30) days from the Date of Contract, there will be a full refund of the GAP Charge. After thirty (30) days, the refund will be calculated on a pro-rata basis. Any refund will be sent to Your Lienholder. Under no circumstances will this Amendment be reinstated after a cancellation has been processed. In the event of a covered Total Loss, GAP Charge will be considered fully earned and no refund will be available. This Contract Amendment includes all provisions on this, as well as, the following page and is binding on any Lienholder."

By signing below, I, the Customer acknowledge that I have requested GAP coverage, read all sections of this Contract Amendment including the provisions on the following page, received a copy of it, understand it and agree to pay the GAP Charge stated above.

I acknowledge:

- GAP is optional and I am not required to buy it.
- GAP does not provide any insurance coverage.
- I must have physical damage insurance on my Vehicle on the Date of Contract for GAP to be effective.

Customer: _____

Date: _____

Dealer: _____

Date: _____

GAP-86 (R 06/07)

CUSTOMER COPY

GAP-86 (R 06/07)
(STOCK REORDER NUMBER)
17V 0000

500'd

9688 867 107 ON YV

White 000005

BMW Financial Services**Motor Vehicle Retail Installment Contract - Virginia**

1. PARTIES	
BUYER(S) Name <u>KAREN L WHITE</u> Address (include County and Zip Code) <u>14039 4 SQUARE RD</u> <u>SMITHFIELD VA 23430</u> Billing Address (if different)	SELLER Name <u>CASEY BMW</u> Address <u>12861 JEFFERSON AVE</u> <u>NEWPORT NEWS VA 23606</u> DATE OF CONTRACT <u>05/23/2010</u>

This Motor Vehicle Retail Installment Contract ("Contract") is entered into between the buyer(s) ("Buyer") and the seller ("Seller") named above. Unless otherwise specified, "I", "me" and "my" refer to the Buyer and "you" and "your" refer to the Seller or Seller's assignee. "Vehicle" refers to the vehicle described below. I promise to pay Seller the Total of Payments in accordance with the Payment Schedule shown below. I acknowledge that I am purchasing the Vehicle from Seller on an installment basis and accept the Vehicle in its present condition, including all its equipment, parts and accessories.

2. VEHICLE							
<input checked="" type="checkbox"/> New	Year	Make	Model	Vehicle Identification Number	Odometer Reading	<input checked="" type="checkbox"/> Personal Use	<input type="checkbox"/> Business Use
<input type="checkbox"/> Used	<u>2009</u>	<u>BMW</u>	<u>7 SERIES</u>	<u>WPA0M73560A265000</u>	<u>2</u>		
<input type="checkbox"/> Telephone	<input type="checkbox"/> CD Player	<input type="checkbox"/>	(specify)	(specify)	(specify)		

3. CREDIT DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of my credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost me.	Amount Financed The amount of credit provided to me or on my behalf.	Total of Payments The amount I will have paid after I have made all payments as scheduled.	Total Sale Price The total cost of my purchase on credit, including my downpayment of \$ <u>5000.00</u>
<u>3.99 %</u>	<u>\$ 7177.66</u>	<u>\$ 52777.04</u>	<u>\$ 59956.70</u>	<u>\$ 64956.70</u>

4. PAYMENT SCHEDULE		
Number of Payments	Amount of Payments	When Payments Are Due
<u>60</u>	<u>599.67</u>	Monthly, beginning <u>07/13/2009</u>
1 Balloon Payment (if applicable)	<u>18192.50</u>	<u>DUE ON 06/13/2014</u>

SECURITY. I am giving a security interest in the Vehicle.
LATE CHARGE. If all or any portion of a payment is more than 7 days late, I will be charged 5% of that payment.
PREPAYMENT. If I pay off this Contract early, I will not have to pay a penalty.

Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and the right to require repayment in full before the scheduled maturity date.

5. ITEMIZATION OF AMOUNT FINANCED	
A. CASH PRICE (1) Cash Price of Vehicle and Accessories <u>\$ 46875.00</u> (2) Sales Tax <u>+ 1551.27</u> (3) Other (Describe) <u>N/A</u> <u>+ N/A</u> (4) Other (Describe) <u>N/A</u> <u>+ N/A</u> (5) Other (Describe) <u>N/A</u> <u>+ N/A</u> (6) Total Cash Price <u>= 46426.27</u>	D. AMOUNTS PAID TO OTHERS ON MY BEHALF (1) To Public Officials: (a) License, Title, and Registration Fees <u>\$ 49.70</u> (b) Other Official Fees (Describe) <u>+ N/A</u> <u>N/A</u> (2) To Insurance Companies For: (a) Credit Life/Disability Insurance <u>+ 3631.02 *</u> (b) Other Insurance (Describe) <u>GAR INS</u> <u>+ 500.00 *</u> (3) Other Charges: (a) To <u>For Service Contract</u> <u>+ 2868.00 *</u> (b) To <u>N/A</u> <u>For N/A</u> <u>+ N/A *</u> (c) To <u>SELLER</u> <u>For PROC FEE</u> <u>+ 449.00 *</u> (d) To <u>BMW</u> <u>For MAINT CONT</u> <u>+ 2394.00 *</u> (e) To <u>N/A</u> <u>For N/A</u> <u>+ N/A *</u> (f) To <u>N/A</u> <u>For N/A</u> <u>+ N/A *</u> (g) To <u>N/A</u> <u>For N/A</u> <u>+ N/A *</u> (h) To <u>N/A</u> <u>For N/A</u> <u>+ N/A *</u> (4) Total Amounts Paid to Others on My Behalf <u>= 9350.77</u>
B. DOWN PAYMENT (1) Net Value of Trade-In (Gross Allowance \$ <u>N/A</u> / Payoff \$ <u>N/A</u>) (Year <u>Make</u> Model <u>)</u> <u>\$ N/A</u> (2) Cash Down Payment <u>+ 5000.00</u> (3) Manufacturer's Rebate Assigned to Seller <u>+ N/A</u> (4) Other (Describe) <u>N/A</u> <u>+ N/A</u> (5) Total Down Payment <u>= 5000.00</u>	E. AMOUNT FINANCED (C plus D(4)) <u>\$ 52777.04</u>
C. UNPAID BALANCE OF CASH PRICE (A(6) minus B(5)) <u>\$ 43426.27</u>	

*Seller and/or Seller's affiliates may retain or receive a portion of these amounts.
 e= estimate

THE SELLER MAY ASSIGN THIS CONTRACT AND RECEIVE A FEE OR OTHER CONSIDERATION FOR FACILITATING YOUR FINANCING.

Buyer's Signature

Buyer's Signature

7. CREDIT INSURANCE

Credit life or credit disability insurance is not required to obtain credit and will not be provided unless I sign and agree to pay the premium. The policies or certificates issued by the insurer will describe the terms and conditions in further detail. If I want any of the following insurance for the terms and premiums listed below, I will check the applicable box and sign below:

☒ I want Credit Life Insurance (One Buyer only) Term 60 mos. Premium \$ 1555.75
 Insured Name: KAREN L. WHITE

☐ I want Joint Credit Life Insurance Term N/A mos. Premium \$ N/A
 Insured Name: _____

☒ I want Credit Disability Insurance (One Buyer only) Term 50 mos. Premium \$ 1555.23
 Insured Name: KAREN L. WHITE

x [Signature]
 Buyer's Signature

x _____
 Buyer's Signature

8. OPTIONAL GAP CONTRACT ("GAP")

GAP is not required to obtain credit and I may purchase it from anyone I want who is reasonably acceptable to the Seller. I may purchase GAP under this contract by signing below and agreeing to pay the purchase price, shown in Section 5.D above. See my GAP contract for details on the protection it provides.

Term 60 mos. Name of GAP Contract AUTOMOTIVE WARRANTY SVCS

x [Signature]

x _____
 Buyer's Signature

9. INSURANCE VERIFICATION

I agree to maintain the insurance coverage described in Section 14. I affirm that such insurance is in force on the date of this Contract. I authorize Seller and its assignees to speak to my insurance agent or company, and any future insurance agents or companies, about my coverage for the Vehicle.

ALLSTATE INSURANCE 91862230
 Insurance Company Policy No. Coverage Verified (Center Employee's Initials)
 TODD ROSS AGENCY 1801 S CHURCH STREET SMITHFIELD VA 23430 (757) 357-6500
 Agent Name Address Phone No.

All matters regarding insurance should be sent to: BMW FS Insurance Center, P.O. Box 390902, Minneapolis, MN 55439-0902 or faxed to (952) 833-9414.

10. BUYER NOTICES AND SIGNATURES

IMPORTANT: READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

NOTICE TO THE BUYER: DO NOT SIGN THIS CONTRACT IF THERE ARE BLANK SPACES. WHEN YOU SIGN THIS CONTRACT YOU ARE ENTITLED TO A COPY. KEEP YOUR COPY OF THIS CONTRACT TO PROTECT YOUR LEGAL RIGHTS.

I ACKNOWLEDGE RECEIPT OF A COMPLETELY FILLED-IN COPY OF THIS CONTRACT AT THE TIME OF SIGNING.

Buyer's Signature: x [Signature]

Buyer's Signature: x _____

11. SELLER SIGNATURE

The authorized signature of the Seller below has the effect of: (1) acknowledging that no representations or warranties beyond those presented in this Contract have been made; (2) confirming that no written or oral representations have been made by the Buyer that can be used as a defense to this Contract; (3) accepting the terms and conditions of this Contract; (4) acknowledging verification of the existence of the insurance coverage required by this Contract with the Buyer's insurance agent; (5) assigning this Contract to BMW Bank of North America, a wholly owned subsidiary of BMW Financial Services NA, LLC (collectively, "Assignee"), 5550 Britton Parkway, Hilliard, Ohio 43026; and (6) acknowledging that the Center Agreement in place with Assignee governs this transaction. Seller shall not be an agent of Assignee for any purpose.

Authorized Signature: x [Signature]
 3347 (03/08) (VA)

Title FINANCE DIRECTOR

KAREN L. WHITE

W22075

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

CASEY BMW

I, _____ (transferor's name, Print)

state that the odometer now reads 2 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING-ODOMETER DISCREPANCY

MAKE BMW	MODEL 3 SERIES	BODY TYPE 335D
VEHICLE IDENTIFICATION NUMBER WBAPN73569A265900		YEAR 2009

X TRANSFEROR'S SIGNATURE (SELLER)
CASEY BMW

PRINTED NAME
12861 JEFFERSON AVE

TRANSFEROR'S ADDRESS (STREET)
NEWPORT NEWS VA 23608

CITY STATE ZIP CODE
05/09/2009

DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE (BUYER)
KAREN L WHITE
KAREN L WHITE

TRANSFEREE'S NAME (BUYER)
14239 4 SQUARE RD

TRANSFEREE'S ADDRESS (STREET)
SMITHFIELD VA 23436

CITY STATE ZIP CODE

RECEIPT OF COPY ACKNOWLEDGED

X TRANSFEREE'S SIGNATURE-BUYER
KAREN L WHITE

DATE
05/09/09

PRINTED NAME OF PERSON SIGNING

DATE

FDPA VADA-115 (5/01)

Reprint and Replicate: 700722 (handwritten) 1-800-455-1234

CASEY AUTO GROUP	DEALER CASEY BMW	
	12861 JEFFERSON AVE	
	NEWPORT NEWS VA 23606	
	CUST.# 174839	DEAL.# 22022

SOLD TO	CUSTOMER NAME: [REDACTED]		
	ADDRESS: 1000 4 STREET RD		
	CITY: SMITHFIELD		
	STATE: VA	ZIP: 23430	PHONE NO.: (757) 250-4225
	CELL PHONE NO.: 757-250-4024		E-MAIL ADDRESS: JAMES@YAMAR1.COM

MAKE: BMW	YEAR: 2002	NEW OR USED: NEW	KEY NO. 1 & 2	RADIO CODE: SKIPPED
-----------	------------	------------------	---------------	---------------------

MODEL: 3 SERIES	COLOR: BLACK
-----------------	--------------

SALESMAN 1: RONALD H. BERTH	SALESMAN 2:
INTERNET MGR.:	SALES MGR. JAMES C. SCHROER
FINANCE MGR.:	

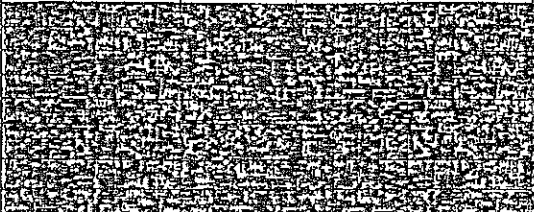
BUYER HOLDER	BMW
	6000 BREYTON PARKWAY
	HILLIARD OH 44130-7435
	DATE 08/20/09 TIME

NO LIABILITY INSURANCE INCLUDED

USED VEHICLE TRADED		
YEAR	MAKE	MODEL
BODY COLOR		VIN NO.

CUSTOMER COPY		
DATE: 08/20/09	VIN: WBAPH73F-00A268390	
NUMBER: R204808	MODEL NO.: 0001	STOCK NO.: N02075

DESCRIPTION	RESERVE	COST	SALE
OVERALLOWANCE			46875.00
DISCOUNT			N/A
LIFE INSURANCE			7 1505.70
DISABILITY INS.			8 1505.20
EXTENDED WARRANTY			8 2302.00
GAP INSURANCE			8 800.00
MAINT. CONTRACTS			8 1035.00
TIRE HAZARD			8 600.00
PROTECTION PACKAGE			A N/A
SALES TAX (5.0%)			131.35
SALES TAX (3.0%)			1419.72
LICENSE FEES & TAGS			48.75
PROCESSING FEE			449.00
DEALER BUS. LIC. TAX			N/A
VSI PREMIUM			N/A
ON-LINE FILING FEE			N/A
TOTAL CASH PRICE →			57771.04
DEPOSIT			8400.00
VEHICLE RECEIVABLES			N/A
FACTORY RECEIVABLES			N/A
USED CAR ALLOWANCE			N/A
LIEN PAYOFF			N/A
AMOUNT FINANCED →			53771.04



Remove Shipping Spacers if equipped	<input checked="" type="checkbox"/>
Install and Firmly Anchor Floor Mats	<input checked="" type="checkbox"/>
0000010 DELIVERY CHECK - TECHNICIAN (Prior to Customer Delivery)	
Note: Items in the DISPLAY VEHICLE CHECK should also be included.	

ROAD TEST (OPERATION/ADJUSTMENT):	
Check/Adjust Tire pressure (incl. spare tire)	<input checked="" type="checkbox"/>
Check for Appropriate Fuel Level. Use only ULSD on 335d.	<input checked="" type="checkbox"/>
Enter BMW Assist Phone Numbers per completed Agreement	<input checked="" type="checkbox"/>
Enter current date in "Date of First Registration" for CBS	<input checked="" type="checkbox"/>
Check for and correct Check Control Messages	<input checked="" type="checkbox"/>
BMW Assist: perform test call	<input checked="" type="checkbox"/>
Warning Lights	<input checked="" type="checkbox"/>
Engine Operation	<input checked="" type="checkbox"/>
Transmission Function Selector incl. instrument panel display	<input checked="" type="checkbox"/>
Park Distance Control (PDC) Operation, if equipped	<input checked="" type="checkbox"/>
Steering (wheel in center position)	<input checked="" type="checkbox"/>
Foot/Parking Brakes (before and during roadtest)	<input checked="" type="checkbox"/>
Burnish Parking Brakes	<input checked="" type="checkbox"/>
Initialize the Tire Pressure Monitoring System	<input checked="" type="checkbox"/>
Check Handling and Wheel Balance	<input checked="" type="checkbox"/>
Absence of Rattles, Squeaks and Wind noise	<input checked="" type="checkbox"/>
Cruise Control Operation	<input checked="" type="checkbox"/>
Speaker and Fader Operation (incl. bass, treble & balance)	<input checked="" type="checkbox"/>
On-Board Computer and Control Display (incl. service indicator and stalk control)	<input checked="" type="checkbox"/>
Check Operation of BMW Options and Accessories	<input checked="" type="checkbox"/>
Windshield Wipe/Wash Systems	<input checked="" type="checkbox"/>
Interior/Exterior Mirrors (incl. dim & memory functions)	<input checked="" type="checkbox"/>
Seats/Headrests/Steering Wheel (incl. memory function)	<input checked="" type="checkbox"/>

AFTER ROAD TEST:	
Read Out Diagnostic System - Correct Faults as Necessary	<input checked="" type="checkbox"/>
Program State and/or Emissions Inspection (if required) into service display	<input checked="" type="checkbox"/>
Install Front License Plate Bracket if needed	<input checked="" type="checkbox"/>
Stamp the Service Booklet in the QC1 space	<input checked="" type="checkbox"/>

CHECK AND ADJUST:	
Doors, Trunklid and Hood	<input checked="" type="checkbox"/>

CHECK:	
Battery Voltage (12.3V minimum)	<input checked="" type="checkbox"/>

OWNER'S PORTFOLIO CONTENTS (stored in glove box):	
Vehicle Owner's Manual	<input checked="" type="checkbox"/>
Combined Service/Warranty/Roadside Assistance Booklet	<input checked="" type="checkbox"/>
Dealer Directory/Atlas	<input checked="" type="checkbox"/>
Roadside Assistance Temporary ID Card	<input checked="" type="checkbox"/>
Sales, Service and Parts Managers' Business Cards	<input checked="" type="checkbox"/>
BMW Accessories Booklet	<input checked="" type="checkbox"/>
Accident Guidelines and Checklists	<input checked="" type="checkbox"/>
Driver's Reference Guide	<input checked="" type="checkbox"/>
BMW Assist reference card	<input checked="" type="checkbox"/>
Two Keys	<input checked="" type="checkbox"/>
Purchase Agreement	<input checked="" type="checkbox"/>
Sales Document	<input checked="" type="checkbox"/>
Note: Recommend to Customer to Review Vehicle Owner's Manual, Driver's Reference Guide	

Review Service Schedule/Warranty/Roadside Assistance	<input checked="" type="checkbox"/>
Introduce to Service Department	<input checked="" type="checkbox"/>

Comments: _____

Technician: ALAN JEFFREY Date: 5-32-09Technician: _____ Date: _____
(Delivery Check)

Customer: _____ Date: _____

(A Mutual Legal Reserve Company)

P.O. Box 34350 • Omaha, Nebraska 68134-0350 • 1-800-826-6587

(Called We, Us or Our)
BENEFIT SCHEDULE

CERTIFICATE NUMBER 9960635

CSO ACCOUNT NUMBER

3702491642

PRIMARY BORROWER (You)		ADDRESS		AGE	
ANDREW P. WHITE (Sec. Sec. No.)		14119 4 STREET NW FARMINGTON VA 22031		45	
CO-BORROWER		ADDRESS		AGE	
(Sec. Sec. No.)					
CREDITOR BENEFICIARY (Name and Address)		SECOND BENEFICIARY		EFFECTIVE DATE OF INSURANCE	
P.O. BOX 1000 PARKWAY FARMINGTON VA 22031		MISTY L. WHITE		05/13/2014	
COVERAGES	CODE	LIMITS OF LIABILITY	PREMIUM	TERM-MONTHS	TERMINATION DATE OF INSURANCE
<input type="checkbox"/> SINGLE LEVEL LIFE	02	AMOUNT OF LEVEL LIFE INSURANCE	\$ 375.54	02	05/13/2014
<input type="checkbox"/> JOINT LEVEL LIFE	04				
<input type="checkbox"/> SINGLE GROSS DECREASING LIFE	01	ORIGINAL AMOUNT OF GROSS DECREASING LIFE INSURANCE	\$ 41055.13	55	05/13/2014
<input type="checkbox"/> JOINT GROSS DECREASING LIFE	03				
<input type="checkbox"/> SINGLE NET DECREASING LIFE	06	ORIGINAL AMOUNT OF NET DECREASING LIFE INSURANCE	\$ N/A	N/A	
<input type="checkbox"/> JOINT NET DECREASING LIFE	08				
DISABILITY BEGINNING 15TH DAY <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT	05 56	MONTHLY DISABILITY BENEFIT	\$ N/A	N/A	
DISABILITY BEGINNING 1ST DAY AFTER 14 DAY WAITING PERIOD <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT	01 54	MONTHLY DISABILITY BENEFIT	\$ N/A	N/A	
DISABILITY BEGINNING 31ST DAY <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT	02 57	MONTHLY DISABILITY BENEFIT	\$ N/A	N/A	
DISABILITY BEGINNING 1ST DAY AFTER 30 DAY WAITING PERIOD <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT	04 58	MONTHLY DISABILITY BENEFIT	\$ N/A	N/A	
DISABILITY BEGINNING 1ST DAY AFTER 7 DAY WAITING PERIOD <input type="checkbox"/> SINGLE <input type="checkbox"/> JOINT	03 53	MONTHLY DISABILITY BENEFIT	\$ N/A	N/A	
TOTAL PREMIUM			\$ 375.54	AMOUNT FINANCED \$ 375.54	

MAX. TERM OF INSURANCE: 10 Years

MAX. AMOUNT OF LIFE INSURANCE \$ 70,000

MAX. AMOUNT OF AGGREGATE DISABILITY INSURANCE \$ 70,000

EFFECTIVE DATE OF LOAN 05/13/2012 TERM OF LOAN 10 MOS. INTEREST RATE 6.99% APR TERMINATION DATE OF LOAN 05/13/22
LOAN AMOUNTCOMPARISON OF
COVERAGE OPTIONS

Type of Coverage	Amount Financed			Monthly Loan Payment			Insurance Premium		
	Net	Gross	Level	Net	Gross	Level	Net	Gross	Level
1. Credit Life	N/A	51,163.74	N/A	625.13	656.38	N/A	N/A	3478.83	N/A
2. Credit Disability	N/A	51,163.74	N/A	N/A	657.15	N/A	N/A	3518.37	N/A
3. Credit Life & Disability	N/A	51,163.74	N/A	627.15	658.40	N/A	1319.37	3591.22	N/A
4. No Insurance	N/A	51,163.74	N/A	628.39	659.19	N/A	N/A	N/A	N/A

- Purchase of credit insurance is not required and is not a factor in granting credit.
- You have the right to use alternative coverage or to buy insurance elsewhere.
- For variable interest rate loans, please refer to the "variable interest rate loans" provisions.
- Pre-existing conditions are not immediately covered.
- No disability coverage provided on the balloon payment.
- In the event of pre-payment of Your loan, refer to Part O, Refunds.
- This insurance may not be enough to completely pay off Your loan.

Primary Borrower/Co-Borrower must complete the following questions when applying for coverage.

	Primary Borrower		Co-Borrower	
	Yes	No	Yes	No
1. Have You reached Your 71st birthday?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. If the Schedule shows that You have chosen disability insurance, are You actively working less than 30 hours per week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Within the last 2 years, have You been treated or diagnosed by a medical professional for: any disease of the heart or circulatory system, high blood pressure (taking 2 or more prescribed medications), Acquired Immune Deficiency Syndrome (AIDS), AIDS Related Complex (ARC), HIV infection, cancer or other malignant tumors, leukemia, uremia or any disease of the kidney, medicated diabetes, epilepsy, convulsive disorders, arthritis, back or spinal disorders, mental disorders, disease or disorder of the nervous system, any disease of the lungs or liver, alcoholism or drug addiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We reserve the right to request that the Borrower(s) complete a more detailed application based on their responses to the questions in this application.

PLANS OF CREDIT INSURANCE DISCLOSURE: The Creditor, Primary Borrower and/or Co-Borrower certify by signing below, that all eligible plans of credit insurance have been disclosed and made available.

I represent the above statements are true, correct, and complete to the best of my knowledge and belief. I understand the Company is relying on information in issuing my coverage.

(Applications signed by Power of Attorney voids protection.)

Primary Borrower's Signature _____ Date of Birth _____ Date _____

Co-Borrower's Signature _____ Date of Birth _____ Date _____

Signature of Creditor's Representative _____ Date _____

Creditor's Representative (Please Print) _____

CUSTOMER 174839 DEALER 22022
DATE OF SALE 05/09/09

BASED ON 12500 JEFFERSON AVE
NEWPORT NEWS VA 23608

P. UUZ
W92075

PURCHASER'S NAME KAREN L WHITE		HOME ADDRESS 14039 4 SQUARE RD	
CO/PURCHASER NAME		CITY, STATE, ZIP SMITHFIELD VA 23430	
PLEASE ENTER MY ORDER FOR THE FOLLOWING: <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO		COUNTY HOME PHONE (757) 650-4225 BUS. PHONE (757) 238-8845	
YEAR 2009	MAKE BMW	MODEL 3 SERIES	COLOR BLACK
MILEAGE 2	VIN WBA P N 7 3 5 6 9 A 2 8 5 9 8 0	IN SERVICE DATE	
<p>IMPORTANT! Purchaser(s) and dealer agree that if any Dispute (except those specifically noted in this Arbitration Agreement) arises, the Dispute will be resolved by binding arbitration by a single arbitrator under the applicable rules of the alternative dispute resolution agency named below, with that arbitrator rendering a written decision with separate findings of fact and conclusions of law. Purchaser(s) initials below evidence that the provisions in this box and section 17 on the reverse have been read and understood by Purchaser(s).</p> <p>THE PARTIES HEREBY AGREE THAT THEY ARE WAIVING THEIR RIGHTS TO JURY TRIAL OF ALL DISPUTES BETWEEN THEM NOT SPECIFICALLY EXEMPTED FROM ARBITRATION IN THE ARBITRATION AGREEMENT.</p> <p>Alternative Dispute Resolution Agency Name and Address: PAUL WARREN 500 E. MAIN ST. SUITE 830 NORFOLK, VA 23510</p>		PRICE INCLUDING FREIGHT, HANDLING & DELIVERY	45875.00
		GAP	500.00
		TOTAL PURCHASE PRICE	47375.00
		PROCESSING FEE FOR CONSUMER SERVICES	449.00
		6% VA. TITLE TAX	1419.72
		DEALER'S BUSINESS LICENSE TAX	N/A
		ON-LINE SYSTEMS FILING FEE	N/A
		REGISTRATION FEE 38.75 TITLE FEE 10.00	48.75
		TOTAL DELIVERED PRICE	49292.47
		SUBMITTED WITH ORDER	(1) N/A
ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED	N/A		
PURCHASER RESPONSIBLE FOR PAYONE ACCURACY		APPROXIMATELY	N/A
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #10 ON REVERSE SIDE)		EQUITY ON TRADE-IN (2)	N/A
DATE _____ SIGNATURE _____		ADDITIONAL DOWN PAYMENT ON DELIVERY (3)	5000.00
DESCRIPTION OF TRADE-IN		MFG. REBATE (4)	N/A
YEAR	MAKE	MODEL	COLOR
TYPE/DOORS	TOTAL DOWN PAYMENT ((1)+(2)+(3)+(4)) 5000.00		
WARRANTY	VIN	TAG NO.	EXTENDED SERVICE CONTRACT INCLUDING 131.55 5393.55
SALESPERSON	TAX OF 131.55 5393.55		
RONALD W. HEATH	BALANCE DUE ON DELIVERY 49686.02		

The front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY: THIS SALE IS CONDITIONED UPON APPROVAL OF YOUR PROPOSED RETAIL INSTALLMENT SALE CONTRACT AS SUBMITTED TO OR THROUGH THE DEALER. IF THAT PROPOSED RETAIL INSTALLMENT SALE CONTRACT IS NOT APPROVED UNDER THE TERMS AGREED TO WITH THE DEALER, YOU MAY CANCEL THIS SALE AND ANY DOWN PAYMENT AND/OR TRADE-IN YOU SUBMITTED WILL BE RETURNED TO YOU, PROVIDED THAT ANY VEHICLE DELIVERED TO YOU BY THE DEALER PURSUANT TO THIS AGREEMENT IS RETURNED TO THE DEALER IN THE SAME CONDITION AS DELIVERED TO YOU, NORMAL WEAR AND TEAR EXCEPTED, WITHIN 24 HOURS OF WRITTEN OR ORAL NOTICE TO YOU OF THE CREDIT DENIAL.

FOR SALES INVOLVING DEALER ARRANGED FINANCING LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERM ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.

Approved _____
Dealer or Authorized Representative

Signed (1) Karen White 224-17-8401
Purchaser Social Security Number

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

Date: _____

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TO ORDER: www.reynolds.com 1-800-344-4888; fax 1-800-431-4155

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ASSURANCE EDGE™

MOTOR CLUB MEMBERSHIP AGREEMENT

AGREEMENT NO. CR 46964

174839 22022

1. Covered Vehicle

VIN
WBAPN73569A265980

Make Model Year Current Odometer Reading
BMW 3 SERIES 2009 2

Vehicle Code

37305

Car ☒

Truck ☐

Diesel ☒

Check All That Apply:

4x4 ☐

Turbo ☐

2. Member

Name
KAREN L WHITE

Street
14039 4 SQUARE RD

City
SMITHFIELD

State
VA

Zip Code
23430

Telephone Hm (757) 650 4225
Wk (757) 238 0845

3. Membership Agreement Period

This Agreement begins on the Agreement Date (See Key Terms) and shall end: 60 months from the Agreement Date.

4. Membership Benefits

- A. 24-Hour Roadside Assistance
- B. Emergency Travel Expense Reimbursement
- C. Vehicle Rental Reimbursement
- D. Tire Hazard Protection Reimbursement
- E. Wheel Hazard Protection Reimbursement
- F. \$1,000 Vehicle Theft Reward
- G. Custom Trip Routing
- H. Hotel Discounts
- I. Vehicle Rental Savings
- J. Cruise America Recreational Vehicle Rental Savings
- K. Emergency Message Relay

5. Membership Agreement Charge

Membership Agreement Charge: \$ NONE

6. Dealer

Dealer Number
6076

Name
CASEY BMW

Street
12861 JEFFERSON AVE

City
NEWPORT NEWS

State
VA

Zip Code
23608

Telephone
(757) 969 1300

7. Lien Holder

I, the undersigned holder of this Motor Club Membership Agreement, hereby authorize the following Lien Holder: 1. To receive any refund for credit to my account in the event this Motor Club Membership Agreement is cancelled and the cancellation takes place while I still owe funds to the Lien Holder; and 2. To cancel the Motor Club Membership Agreement and to remain liable in my obligation to such Lien Holder.

Name
BMW

Address
HILLIARD OH 43026-7456

Agreement Date

05/09/09

Month

Day

Year

Signed By

Customer

Signed By

Dealer's Representative

NOTICE TO MEMBER:

THE PURCHASE OF THE MOTOR CLUB MEMBERSHIP AGREEMENT IS NOT REQUIRED TO OBTAIN FINANCING OR TO PURCHASE OR LEASE THIS VEHICLE.

ROAD AMERICA
a MAPFRE company

FOR MEMBERSHIP BENEFITS, CALL TOLL-FREE 1-888-248-8290.

White 000014

OPTIONAL GUARANTEED ASSET PROTECTION (GAP)

CONTRACT AMENDMENT

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT OR LEASE CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE/LEASE OF THE VEHICLE.

AMENDMENT NUMBER: IS 10281 CUST# 174839DEAL# 22022

INFORMATION SCHEDULE

VEHICLE
 VIN WBAPN7356GA265980 ☒ New (Unfilled) ☐ Pre-Owned (Previously Titled)
 Make BMW 3 SERIES 335i Trim Level Year 2009 Odometer 2

CUSTOMER
 Name KAREN L WHITE Street 14039 4 SQUARE RD
 City SMITHFIELD State VA Zip Code 23130 Telephone (757) 650-4225

DEALER
 Dealer # 0700000001 Name CASEY BMW Street 12961 JEFFERSON AVE
 City NEWPORT NEWS State VA Zip Code 23608 Telephone (757) 989-1300

LIENHOLDER
 Name BMW BANK OF NORTH AMERICA Telephone (614) 771-4350

Contract Information and GAP Charge
 Type of Contract: ☐ Retail Installment Sales Contract (Conventional Loan) ☒ Retail Installment Sales Contract (Other Loan - Deferred, Balloon, etc.) ☐ Lease
 Date of Contract: 05/29/09 Date of First Payment: 07/13/09 A.P.R.: 3.90
 Amount Financed or Capitalized Cost: \$ 52777.04 Balloon Amount or Residual Value: \$ 18192.50 Total of Payments: \$ 59956.70
 Contract Term: 60 (May not exceed \$80,000 including Balloon Amount or Residual Value)
 (Retail Installment Sales Contract Term may not exceed 84 Months) (Lease Term may not exceed 60 Months)
 GAP Charge: \$ 500.00

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

1. KEY INFORMATION
1. You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and other considerations.
2. You may purchase GAP only at the time You sign Your Contract to purchase or lease the Vehicle from the Dealer.
3. You may wish to consult an insurance agent to determine whether alternative programs or products are available and at what cost.
4. In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
5. GAP coverage may decrease over the term of the Contract.
6. GAP coverage terminates if You refinance the Contract to which this Amendment refers. You are entitled to a refund of the GAP Charge, as outlined in the CANCELLATION PROVISIONS, as of the date of the refinance.
7. GAP coverage terminates upon the expiration of any redemption period following the repossession or surrender of Your Vehicle.
8. You are not required to purchase GAP to obtain credit or financing. It is completely voluntary and optional.
9. GAP is not a substitute for nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage or liability.
10. Extensions, Holiday or Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
11. GAP does not provide any benefit for lost cash down payment, trade equity or finance charges after the Date of Loss.
12. There is no GAP payment in the event that there is no Delinquency Balance.

II. GAP CONTRACT AMENDMENT

If You purchase optional GAP and pay the GAP Charge shown above, Your Contract with the Dealer is amended by adding the following and subject to the provisions on the following page:

"If the Insurance Company providing physical damage coverage on the Vehicle described above determines that the Vehicle is a Total Loss, then You will be responsible for paying only the following to the Lienholder You make payments to under the Contract:

1. A) The Value of the Vehicle as determined by the physical damage insurance company on the Date of Loss or the NADA Retail Value of the Vehicle, whichever is greater, plus any physical damage insurance deductible over \$1,000 which reduces that settlement, or
 B) If there is no physical damage insurance in effect on the Date of Loss, the average retail price of the Vehicle on the Date of Loss based on a current edition of the NADA Used Vehicle Price Guide.
 You will also be responsible for any early termination fees, late or deferred payments and charges, finance charges after the Date of Loss and refundable portions of any cancelable add-ons such as service contracts, credit life insurance or pre-paid maintenance agreements.
2. In addition to the above, You will be responsible for any portion of a Deficiency Balance that results from the Amount Financed or Capitalized Cost that exceeded 150% of the Retail Value of the Vehicle.

CANCELLATION PROVISIONS

You may cancel GAP at any time for a refund of all or part of the GAP Charge by notifying Us or the Administrator, in writing, that You want to cancel. If You notify Us or the Administrator within thirty (30) days from the Date of Contract, there will be a full refund of the GAP Charge. After thirty (30) days, the refund will be calculated on a pro-rata basis. Any refund will be sent to Your Lienholder. Under no circumstances will this Amendment be reinstated after a cancellation has been processed. In the event of a covered Total Loss, GAP Charge will be considered fully earned and no refund will be available. This Contract Amendment includes all provisions on this, as well as, the following page and is binding on any Lienholder."

By signing below, I, the Customer acknowledge that I have requested GAP coverage, read all sections of this Contract Amendment including the provisions on the following page, received a copy of it, understand it and agree to pay the GAP Charge stated above.

I acknowledge:
 1. GAP is optional and I am not required to buy it.
 2. GAP does not provide any insurance coverage.
 3. I must have physical damage insurance on my Vehicle on the Date of Contract for GAP to be effective.

Customer: _____ Dealer: _____
 Date: 05/29/09 Date: 05/29/09

GAP-86 (R 06/07) CUSTOMER COPY GAP-86 (R 06/07)
 (STOCK REORDER NUMBER 17V 610)

(Seller) (printed above, unless otherwise specified), I, the undersigned, hereby agree to sell to you and your heirs, assigns, or Seller's assignee, "Vehicle" refers to the vehicle described below. I promise to pay Seller the Total of Payments in accordance with the Payment Schedule shown below. I acknowledge that I am purchasing the Vehicle from Seller on an installment basis and accept the Vehicle in its present condition, including all its equipment, parts and accessories.

2. VEHICLE

<input type="checkbox"/> New	Year	Make	Model	Vehicle Identification Number	Odometer Reading	<input checked="" type="checkbox"/> Personal Use <input type="checkbox"/> Business Use
<input type="checkbox"/> Used						
<input type="checkbox"/> Telephone		<input type="checkbox"/> CD Player		<input type="checkbox"/> (specify)	<input type="checkbox"/> (specify)	<input type="checkbox"/> (specify)

3. CREDIT DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of my credit as a yearly rate.	The dollar amount the credit will cost me.	The amount of credit provided to me or on my behalf.	The amount I will have paid after I have made all payments as scheduled.	The total cost of my purchase on credit, including my downpayment of \$
7.77%	\$ 312.45 e	\$ 5277.00	\$ 34856.74 e	\$ 34856.74 e

4. PAYMENT SCHEDULE

Number of Payments	Amount of Payments	When Payments Are Due
50	\$ 699.07	Monthly, beginning 07/15/2008
1 Balloon Payment (if applicable)	1592.50	DUE ON 07/15/2012

SECURITY. I am giving a security interest in the Vehicle.

LATE CHARGE. If all or any portion of a payment is more than 7 days late, I will be charged 5% of that payment.

PREPAYMENT. If I pay off this Contract early, I will not have to pay a penalty.

Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and the right to require repayment in full before the scheduled maturity date.

5. ITEMIZATION OF AMOUNT FINANCED**A. CASH PRICE**

(1) Cash Price of Vehicle and Accessories	\$ 40275.00
(2) Sales Tax	+ 1531.50
(3) Other (Describe)	+ N/A
(4) Other (Describe)	+ N/A
(5) Other (Describe)	+ N/A
(6) Total Cash Price	= 41806.50

B. DOWN PAYMENT

(1) Net Value of Trade-In	
(Gross Allowance \$ Payoff \$)	
(Year Make Model)	\$ N/A
(2) Cash Down Payment	+ 4000.00
(3) Manufacturer's Rebate Assigned to Seller	+ N/A
(4) Other (Describe)	+ N/A
(5) Total Down Payment	= 4000.00

C. UNPAID BALANCE OF CASH PRICE

(A)(6) minus B(5))	\$ 37806.50
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*Seller and/or Seller's affiliates may retain or receive a portion of these amounts.

e= estimate

THE SELLER MAY ASSIGN THIS CONTRACT AND RECEIVE A FEE OR OTHER CONSIDERATION FOR FACILITATING YOUR FINANCING.

D. AMOUNTS PAID TO OTHERS ON MY BEHALF

(1) To Public Officials:	
(a) License, Title, and Registration Fees	\$ 18.75
(b) Other Official Fees (Describe)	+ N/A
(2) To Insurance Companies For:	
(a) Credit Life/Disability Insurance	+ 2831.25
(b) Other Insurance (Describe)	+ 500.00
(3) Other Charges:	
(a) To For Service Contract	+ 2888.00
(b) To For	+ N/A
(c) To For	+ 443.00
(d) To For	+ 2856.00
(e) To For	+ N/A
(f) To For	+ N/A
(g) To For	+ N/A
(h) To For	+ N/A
(4) Total Amounts Paid to Others on My Behalf	= 9352.75

E. AMOUNT FINANCED (C plus D(4)) \$ 37806.50

6. SERVICE CONTRACT

A service contract is not required to obtain credit and will not be provided unless I sign and agree to pay the cost. The service contract issued by the Provider will describe the terms and conditions in further detail. If I want a service contract the term and cost listed below, I will sign below:

Provider: Cost: \$ 1359.00 Term: 12 months or 10,000 miles, whichever occurs first.

X
Buyer's Signature

X
Buyer's Signature

7. CREDIT INSURANCE

Credit life or credit disability insurance is not required to obtain credit and will not be provided unless I sign and agree to pay the premium. The policies or certificates issued by the insurer will describe the terms and conditions in further detail. I want any of the following insurance for the terms and premiums listed below, I will check the applicable box and sign below:

CASEY AUTO GROUP	DEALER CASEY BMW 12861 JEFFERSON AVE NEWPORT NEWS VA 23604 174839 DEAL # 22022	
	CUST.#	DEAL #

RETAIL INVOICE

CUSTOMER COPY	
INVOICE DATE 08/20/09	VIN VWAPN73564A208908
NUMBER R204878	MODEL NO. 2081
	STOCK NO. 402078

SOLD TO	CUSTOMER NAME W. A. T.	
	ADDRESS 1000 10th Ave SE	
	CITY SHELBYVILLE	
	STATE VA	ZIP 22430
	CELL PHONE NO. 703-500-1678	PHONE NO. (703) 500-1225
		E-MAIL ADDRESS 1000 10th Ave SE, SHELBYVILLE, VA 22430

DESCRIPTION	RESERVE	COST	SALE
OVERALLOWANCE			48875.00
DISCOUNT			0.00
LIFE INSURANCE			7 1500.00
DISABILITY INS.			8 1500.00
EXTENDED WARRANTY			8 2000.00
GAP INSURANCE			8 500.00
MAINT. CONTRACTS			8 1000.00
TIRE HAZARD			8 600.00
PROTECTION PACKAGE			A N/A
SALES TAX (5.0%)			131.88
SALES TAX (5.0%)			1419.78
LICENSE FEES & TAGS			48.78
PROCESSING FEE			449.00
DEALER BUS. LIC. TAX			N/A
VSI PREMIUM			N/A
ON-LINE FILING FEE			N/A
TOTAL CASH PRICE			57777.00
DEPOSIT			8000.00
VEHICLE RECEIVABLES			N/A
FACTORY RECEIVABLES			N/A
USED CAR ALLOWANCE			N/A
LIEN PAYOFF			N/A
AMOUNT FINANCED			52777.00

MAKE BMW	YEAR 2009	NEW OR USED NEW	KEY NO. 1 & 2	RADIO CODE SKIPPED
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MODEL 6 SERIES	COLOR SLACK
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SALESMAN 1 ROBERT W. HEATH	SALESMAN 2
INTERNET MGR. JAMES L. SCHROEN	SALES MGR.
FINANCE MGR.	

LIENHOLDER	BMW	
	6550 BRITTON PARKWAY	
	HOLLAND OH 44026-7438	
	DATE 08/20/09 TIME	

NO LIABILITY INSURANCE INCLUDED

USED VEHICLE TRADED		
YEAR	MAKE	MODEL
BODY COLOR		VIN NO.



www.caseyauto.com

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-6:00

SERVICE INVOICE

CELL: 757-650-4225

CUSTOMER NO. 174839		ADVISOR MICHAEL KLINE		TAG No. 206 5381	INVOICE DATE 09/15/09	INVOICE No. BMC5236864
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com		LABOR RATE	LICENSE No.	MILEAGE 11,587	COLOR BLACK/MAGMA	STOCK No. W92075
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A Z 6 5 9 8 0			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	F.T.E. No.		P.O. No.	R.O. DATE 09/12/09	
		COMMENTS		MO: 11587		

LABOR

J# 1 02BMZZ-STDSCOPE *STD SCOPE TECH(S):1177 WARRANTY
PERFORM STD SCOPE PER DCS
1177+
0000105 .4
STD SCOPE PERFORMED. VEHICLE FAULT MEMORY READ.

J# 2 01BMZZ-L.O.F. *OIL & FILTER CHANGE TECH(S):1177 WARRANTY
CHANGE OIL AND FILTER, CK UNDER HOOD FLUIDS.ADD AS NEEDED;
CK AND CORRECT TIRE PRESSURES.
TO PERFORM OIL CHANGE AND DEF CHANGE
1177
0000610 .3
PERFORMED OIL CHANGE, DRAINED AND REFILLED DIESEL EXHAUST
FLUID TO SPEC, SET TIRE PRESSURES 1177

J# 3 02BMZZ-MICROFIL *MICROFILTER TECH(S):1177 WARRANTY
INSTALL MICROFILTER
1177
0000616 .1

J# 4 31BMZZCOURTESY *COURTESY DETAIL TECH(S):1041 INTERNAL
COURTESY CLEAN..WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE.....
1041

J# 5-31BMZZ-RECON *RECONDITION TECH(S):1041 169.95
FULL CLEAN.

RECONIDITION CAR ALL CARS
1041

TOTAL - LABOR 169.95

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	11-42-7-788-460		SET OIL-FILTER ELEM	
JOB # 2	8	07-51-0-037-195		OIL 5W30 DIESEL	
JOB # 2	1	83-19-0-440-158		DIESEL EXHAUST FLUI	
JOB # 3	1	64-31-9-142-115		ICROFILTER/ACTIVATE	

TOTAL - PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 1	178383			09/15/09	BMW 117

TOTAL - SUBLET 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	236864
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	236864
JOB # 4	27	FREE CAR WASH	

TOTAL - MISC 0.00

[] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []



www.caseyauto.com

SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CELL: 757-650-4225

CUSTOMER No.	174839	ADVISOR	MICHAEL KLINE	TAG No.	206 5381	INVOICE DATE	09/15/09	INVOICE No.	BMC5236864
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com RESIDENCE PHONE 757-357-4554 BUSINESS PHONE 757-238-8845	LABOR RATE	LICENSE No.	MILEAGE	11,587	COLOR	BLACK/MAGMA	STOCK No.	W92075	
	YEAR/MAKE/MODEL	09/BMW/3 SERIES/335d			DELIVERY DATE	05/29/09	DELIVERY MILES	2	
	VEHICLE I.D. No.	W B A P N 7 3 5 6 9 A 2 6 5 9 8 0			SELLING DEALER NO.	PRODUCTION DATE			
	F.T.E. No.				R.O. DATE	09/12/09			
COMMENTS		MO: 11587							

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
PICK UP LOANER ON SAT/KD

TOTALS-----

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	169.95
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 169.95

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

SERVICE INVOICE

CELL: 757-650-4225

CUSTOMER NO. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	8334	INVOICE DATE 11/23/09	INVOICE No. BMCS254170
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 20,579	COLOR BLACK/MAGMA	STOCK No. W92075	
tand4ya@aol.com		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09	DELIVERY MILES 2	
RESIDENCE PHONE 757-357-4554		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0			SELLING DEALER NO.	PRODUCTION DATE	
BUSINESS PHONE 757-238-8845		R.T.E. No.			P.O. No.	R.O. DATE 11/19/09	
		COMMENTS					

MO: 20579

- LABOR-----
- J# 1 02BMZZ-STDSCOPE *STD SCOPE
PERFORM STD SCOPE PER DCS
1177 413
0000105 .4
STD SCOPE PERFORMED. VEHICLE FAULT MEMORY READ.
TECH(S):1177
WARRANTY
- J# 2 01BMZZ-L.O.F. *OIL & FILTER CHANGE
CHANGE OIL AND FILTER, CK UNDER HOOD FLUIDS, ADD AS NEEDED;
CK AND CORRECT TIRE PRESSURES.
1177
0000610 1.0
COMPLETED.
TECH(S):1177
WARRANTY
- J# 3 31BMZZCOURTESY *COURTESY DETAIL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE
379
TECH(S):379
INTERNAL
- J# 4+13BMZ *LIGHT, SWITCH, WIRES
CUST STATES HEADLAMPS NOT WORKING PROPERLY
HAD FAULT FOR LEFT HEADLIGHT STEPPER MOTOR CONTROLLER THE
TEST PLAN DETERMINED THAT THE LEFT SMC WAS THE MODULE AT
FAULT. THE LEFT HEADLAMP STEPPER MOTOR CONTROLLER MUST BE
REPLACED 1177
2
6312801 1.0 / 63120241 / 6100811 .8
REMOVED BUMPER AND LEFT HEADLAMP, REPLACED SMC TO SPEC
REINSTALLED REMOVED PARTS. PROGRAMMED WITH CAS. THE FIRM DID
NOT CODE HAD TO RUN THE PROGRAM A SECOND TIME. PROGRAMMED
TO SPEC, TEST SYSTEM AFTER REPAIR ALL WORKING TO SPEC 1177
TECH(S):1177
WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE.	
JOB # 2 1 11-42-7-788-460 SET OIL-FILTER ELEH	
JOB # 2 7 07-51-0-037-195 OIL 5W30 DIESEL	
JOB # 2 1 83-19-0-440-158 DIESEL EXHAUST FLUI	
JOB # 4 1 63-11-7-182-396 CONTROL UNIT FOR HE	
TOTAL - LABOR	0.00

WARRANTY
WARRANTY
WARRANTY
WARRANTY

TOTAL - PARTS

INTERNAL
0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----	
JOB # 1 181247 11/23/09 LOANER # 129	

TOTAL - SUBLET

INTERNAL
INTERNAL
INTERNAL

MISC-----CODE-----DESCRIPTION-----CONTROL NO.	
JOB # 1 30 POLICY-RENTAL CARS-SERVICE	254170
JOB # 1 30 POLICY-RENTAL CARS-SERVICE	254170
JOB # 3 27 FREE CAR WASH	

TOTAL - MISC

0.00 [] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []

COMMENTS-----
PICK LOANER UP NITE BEFORE/CC



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CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	8334	INVOICE DATE 11/23/09	INVOICE No. BMC5254170
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE	20,579	COLOR BLACK/MAGMA	STOCK No. W92075
land4ya@aol.com		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		DELIVERY DATE 05/29/09	DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	F.T.E. No.		P.O. No.		SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		R.O. DATE 11/19/09					

MO: 20579

TOTALS-----

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	INVOICE DATE 12/28/09	INVOICE No. BMCS263177
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 24,073	COLOR BLACK/MAGMA	STOCK No. W92075
land4ya@aol.com		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09	DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554		VEHICLE I.D. No. WBAFN73569A265980			SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE 757-238-8845		P.T.E. No.			P.O. No.	R.O. DATE 12/28/09
COMMENTS						

MO: 24073

LABOR-----

J# 1 02BMZ SCHED. MAINTENANCE TO BE PERFORMED TECH(S):1177 INTERNAL

J# 2 02BMZZ-STDSCOPE *STD SCOPE PERFORM STD SCOPE PER DCS 1177 TECH(S):1177 WARRANTY
0000105.4
STD SCOPE PERFORMED. VEHICLE FAULT MEMORY READ.

J# 3 01BMZZ-L.O.F. *OIL & FILTER CHANGE TECH(S):1177 WARRANTY
CHANGE OIL AND FILTER, CK UNDER HOOD FLUIDS, ADD AS NEEDED;
CK AND CORRECT TIRE PRESSURES.
LOF AND DIESEL EXHAUST FLUID TO BE CHANGED
1177
0000610 1.0
COMPLETED LOF, DRAINED AND REFILLED EXHAUST FLUID TO SPEC

J# 4 31BMZZCOURTESY *COURTESY DETAIL TECH(S):207 INTERNAL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES.
VACUUM
VEHICLE CLEAN
207....KEV

J# 5+138MZ *LIGHT, SWITCH, WIRES TECH(S):1177 WARRANTY
TECH FOUND BRAKE LIGHT BULB OUT
BULB BURNT
REPLACED LF BRAKE BULB
ADD ON APPROVED BY CCULP!!

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	11-42-7-788-460	SET OIL-FILTER ELEM		WARRANTY
JOB # 3	7	07-51-0-037-196	OIL 5W30 DIESEL		WARRANTY
JOB # 3	1	83-19-0-440-158	DIESEL EXHAUST FLUI		WARRANTY
JOB # 5	1	63-21-7-160-790	LONG LIFE BULB		WARRANTY
TOTAL - PARTS				0.00	

SUBLET	PC#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	182682		12/28/09	LOANER124	INTERNAL
TOTAL - SUBLET				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	30	POLICY-RENTAL CARS-SERVICE		INTERNAL
JOB # 4	27	FREE CAR WASH	263177	INTERNAL
TOTAL - MISC			0.00	

COMMENTS-
LOANER/KV

[] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []



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CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206		INVOICE DATE 12/28/09		INVOICE No. BMCS263177	
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 Tand4ya@aol.com RESIDENCE PHONE 757-357-4554 BUSINESS PHONE 757-238-8845		LABOR RATE		LICENSE No.		MILEAGE 24,073		COLOR BLACK/MAGMA	
		YEAR/MAKE/MODEL		VEHICLE I.D. No.		DELIVERY DATE		STOCK No. W92075	
		09/BMW/3 SERIES/335d		W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		05/29/09		DELIVERY MILES 2	
		F.T.E. No.		P.O. No.		SELLING DEALER NO.		PRODUCTION DATE	
		COMMENTS				R.O. DATE 12/28/09			
TOTALS.....								MO: 24073	

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []

[] CREDIT [] DEBIT OTHER []



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CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	8634	INVOICE DATE 02/01/10	INVOICE No. BMCS272184
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 28,865	COLOR BLACK/MAGMA	STOCK No. W92075
Tand4ya@aol.com		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09		DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER NO.		PRODUCTION DATE
BUSINESS PHONE 757-238-8845		P.T.E. No.		P.O. No.		R.O. DATE 02/01/10
COMMENTS		MO: 28865				

LABOR-----

J# 1 02BMZ SCHED. MAINTENANCE TECH(S):413 INTERNAL
MAINT.413
00000000
COMPLETED SERVICE.

J# 2 02BMZZ-STDSCOPE *STD SCOPE TECH(S):413 WARRANTY
PERFORM STD SCOPE PER DCS
MAINT.413
0000624 .7
STD SCOPE PERFORMED. VEHICLE FAULT MEMORY READ.

J# 3 02BMZZ-VEHCK *SER. VEH CHECK TECH(S):413 WARRANTY
PERFORM VEHICLE CHECK PER DCS
MIALEGE AND TIME.413
0000624 .7
VEHICLE CHECK PERFORMED.

J# 4 31BMZZCOURTESY *COURTESY DETAIL TECH(S):379 INTERNAL
COURTESY CLEAN-WASH VEHICLE, CHAMOIX DRY, DRESS TIRES,
VACUUM
DONE
379

TOTAL - LABOR 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 184283 02/02/10 LOANER128
TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 30 POLICY-RENTAL CARS-SERVICE 272184
JOB # 1 30 POLICY-RENTAL CARS-SERVICE 272184
JOB # 4 27 FREE CAR WASH
TOTAL - MISC 0.00

COMMENTS-----
LOANER/KD

[] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []



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CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206 8634		INVOICE DATE 02/01/10		INVOICE No. BMCS272184	
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com RESIDENCE PHONE 757-357-4554 BUSINESS PHONE 757-238-8845		LABOR RATE		LICENSE No.		MILEAGE 28,865		COLOR BLACK/MAGMA	
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09		STOCK No. W92075		DELIVERY MILES 2	
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER No.		PRODUCTION DATE			
		F.T.E. No.		P.O. No.		R.O. DATE 02/01/10			
		COMMENTS							
TOTALS								MO: 28865	

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today, "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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SERVICE INVOICE

CELL: 757-650-4225

CUSTOMER No 174839		ADVISOR MICHAEL KLINE	TAG No 206	INVOICE DATE 02/01/10	INVOICE No. BMCS272184
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	8634	STOCK No. W92075
Tand4ya@aol.com		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	MILEAGE 28,865	COLOR BLACK/MAGMA	DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0	P.O. No.	DELIVERY DATE 05/29/09	PRODUCTION DATE
COMMENTS		SELLING DEALER NO			
		R.O. DATE 02/01/10			
MO: 28865					

LABOR		TECH(S):413		INTERNAL
J# 1 02BMZ	SCHED. MAINTENANCE			
MAINT.413 00000000 COMPLETED SERVICE.				
J# 2 02BMZZ	STD SCOPE *STD SCOPE	TECH(S):413	WARRANTY	
PERFORM STD SCOPE PER DCS MAINT.413 0000624 .7 STD SCOPE PERFORMED. VEHICLE FAULT MEMORY READ.				
J# 3 02BMZZ	VEHCK *SER. VEH CHECK	TECH(S):413	WARRANTY	
PERFORM VEHICLE CHECK PER DCS MIALEGE AND TIME.413 0000624 .7 VEHICLE CHECK PERFORMED				
J# 4 31BMZZ	COURTESY *COURTESY DETAIL	TECH(S):379	INTERNAL	
COURTESY CLEAN--WASH VEHICLE. CHAMOIS DRY. DRESS TIRES. VACUUM DONE 379				
TOTAL - LABOR		0.00		
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 4	27	FREE CAR WASH		INTERNAL
TOTAL - MISC		0.00		
COMMENTS				
LOANER/KD				

TOTALS

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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CELL: 757-650-4225

CUSTOMER P.N. 174839		ADVISOR	TAG No	INVOICE DATE	INVOICE No
KAREN L WHITE		MICHAEL KLINE	206: 8990	02/26/10	BMCS277115
14039 FOURSQUARE RD		LABOR RATE	MILEAGE	COLOR	STOCK No.
SMITHFIELD, VA 23430-8636		LICENSE No.	30,551	BLACK/MAGMA	W92075
land4ya@aol.com		YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILE
757-356-0005		09/BMW/3 SERIES/335d		05/29/09	2
757-238-8845		VEHICLE I.D. No.		SELLING DEALER No	PRODUCTION DATE
		W B A P N 7 3 5 6 9 A 2 6 5 9 8 0			
		P.T.E. No.		RO DATE	
		COMMENTS		02/19/10	
					MO: 30551

LABOR.....

J# 1 138MZ-AIRBAG *SRS/AIRBAG TECH(S):413 WARRANTY

CUSTOMER STATES SRS LIGHT IS ON

413

RAD WIRES UNDER DRIVER SEAT FOR HEAD SUPPORT

PUMA #29567994

0000005 .4

WT 1.5 CHECKED DC VOLTS. INSTALL TEST LED. REPAIRED WIRES

6100811 .8 / 6577016 1.0 / 65770602

5144501 3.3

RUN TEST WITH ISID FAULT 93AE L/SIDE ACTIVE HEAD RESTRAINT

REMOVED HEAD LINER AND SRS CONTROL UNIT OHM OUT PINS 7&8

AT CONTROL UNIT TO L/SIDE HEAD AIR BAG PINS 7&8 BOTH READING

2.8 TO 3.0 OHMS. REPLACED CONTROL UNIT AND PROGRAM AND CODE

ALL OF CAR. CLEAR ALL FAULTS. FAULT CAME BACK. SEND PUMA #29567

TOLD TO CHECK DC VOLTS AT PINS 7&8 FROM CONTROL UNIT

INSTALL TEST LED TO CONTROL UNIT PIN 7 HAS 1.63 VOLTS

AND PIN #8 HAS 1.60 TO 1.63 VOLTS.

SEND PUMA BACK TO BMW. TOLD THAT EVERY THING LOOKS OK.

TO TRY GT1 AND SEE IF FAULT CLEARS.

TRY TO CLEAR FAULT SAME FAULT 93AE.

***** BUT WITH GT1 SHOWING THAT CAR HAS LEFT AND

RIGHT HEAD ACTIVE HEAD RESTRAINT *****

OHM OUT PINS 9&10 BOTH DEAD SHORT TO B..

RESEND PUMA AND TOLD THEM THAT ETM IN ISID NOT SHOWING

ACTIVE HEAD RESTRAINT IN THIS CAR CHECK ETM ON DIS NET

SAME PROB.

GT1 HAD WRIGHT ETM FOR THIS CAR. ISID AND DIS NET WRONG.

TOLD TO REPAIR WIRES AND SEE IF FAULT CLEARS.

REMOVED DRIVER SEAT REPAIRED BOTH WIRES FOR HEAD RESTRAINT.

J# 2 138MZ *LIGHT SWITCH WIRES TECH(S):413 WARRANTY

CUST STATES OIL LIGHT COMES ON. VEH STATES VEH WONT CUT ON

IN CERTAIN MILES

FOUND DIESEL EXHAUST FLUID TO BE LOW.413

0000252 .4

FILLED DIESEL EXHAUST TANK WITH NEW EUREA.413

J# 3 318MZZCOURTESY ACOURTESY DETAIL TECH(S):109 INTERNAL

COURTESY CLEAN. WASH VEHICLE. CHAMOTS DRY. DRESS TIRES.

VACUUM

DOING 109

TOTAL - LABOR 0.00

PARTS	QTY	P.N. NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	65-77-9-184-432	CONTROL UNIT AIRBAG		WARRANTY
JOB # 1	1	61-12-9-118-095	REP. WIRE SEAT BELT		WARRANTY
JOB # 1	1	61-12-9-118-122	REP. CABLE F SEAT PL		WARRANTY
JOB # 1	4	61-13-8-353-746	CABLE CONNECTOR		WARRANTY
JOB # 1	1	61-13-1-379-833	SHRINKING HOSE		WARRANTY
JOB # 1	1	61-13-8-353-746	CABLE CONNECTOR		WARRANTY
JOB # 1	4	73923-X	TIE WRAP		WARRANTY
JOB # 2	1	07-51-0-037-195	OIL 5W30 DIESEL		WARRANTY
JOB # 2	1	83-19-0-441-139	DIESEL EXHAUST FLUI		WARRANTY



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CELL: 757-650-4225

CUSTOMER No 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 02/26/10	INVOICE No. BMCS277115
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 30,551	COLOR BLACK/MAGMA
Tand4ya@aol.com		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09	DELIVERY MILE 2
757-356-0005		VEHICLE I.D. No W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER NO	PRODUCTION DATE
757-238-8845		P.O. No.		R.O. DATE 02/19/10	
COMMENTS		MO: 30551			

SUBLET.....PO#.....-VTND INV#-INV.DATE-DESCRIPTION.....		TOTAL - PARTS	0.00
JOB # 1	185122	02/26/10 LOANER116	
MISC.....CODE.....-DESCRIPTION.....		TOTAL - SUBLET	INTERNAL 0.00
JOB # 3	27	FREE CAR WASH	
COMMENTS.....		TOTAL - MISC	INTERNAL 0.00

LOANER/KV-X SERIES IF POSSIBLE

RECOMMENDATIONS.....
AFTER REMOVING SEAT REPAIRED WIRES, RUN TEST ON SYS. FAULT CLEARD.
RECODE ALL OF CAR FOR LEFT HEAD RESTRAINT.
REINSTALLED DRIVER SEAT, HEAD LINER, CENTER CONSUL, AND ALL TRIM
RETEST ONE MORE TIME AND TEST DROVE. NO OTHER RPOB. AT THIS TIME/

TOTALS.....

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TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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SERVICE INVOICE

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	INVOICE DATE 04/01/10	INVOICE No. BMC5288728
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 33,980	COLOR BLACK/MAGMA	STOCK No. W92075
land4ya@aol.com		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09		DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		VEHICLE I.D. No. WBAFN73569A265980		SALE/DEALER NO.
P.T.E. No.		P.O. No.		R.O. DATE 04/01/10		PRODUCTION DATE
COMMENTS				MO: 33980		

LABOR
J# 1 13BMZ *LIGHT SWITCH WIRES TECH(S):1749
CUSTOMER STATES CAR WILL NOT START IN A CERTAIN WARRANTY
AMOUNT OF MILES
INSPECTED AND FOUND VEHICLE LOW ON DIESEL EXHAUST FLUID
1749
0011237 .7
TOPPED OFF FLUID AND CHECKED FOR LEAKS

J# 2 31BMZZCOURTESY *COURTESY DETAIL TECH(S):109
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES, INTERNAL
VACUUM
MAILMAN!!!!!!
DONE 109

PARTS	QTY	FP NUMBER	DESCRIPTION	TOTAL - LABOR	0.00
JOB # 1	1	83-19-0-441-139	DIESEL EXHAUST FLUI	UNIT PRICE	
JOB # 1	1	83-19-0-441-139	DIESEL EXHAUST FLUI		
TOTAL - PARTS				WARRANTY	0.00
SUBLET				WARRANTY	0.00
JOB # 1	186902	VEND INV#	INV DATE DESCRIPTION	INTERNAL	0.00
				04/01/10 LOANER # 152	
TOTAL - SUBLET				INTERNAL	0.00
MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL	0.00
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	288728	INTERNAL	
JOB # 2	27	FREE CAR WASH		INTERNAL	0.00
TOTAL - MISC					

COMMENTS
PICK UP NITE BEFORE/CC

RECOMMENDATIONS
TIRES NOT SAFE!!!

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



www.caseyauto.com

CASEY BMW
12881 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

SERVICE INVOICE

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206 4523	INVOICE DATE 04/01/10	INVOICE No. BMCS288728	
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com		LABOR RATE	LICENSE No.	MILEAGE 33,980	COLOR BLACK/MAGMA	STOCK No. W92075	
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d				DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. WBA PN 73569A265980				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		F.T.E. No.	P.O. No.	R.O. DATE 04/01/10	
COMMENTS				MO: 33980			

TOTALS--

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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SERVICE
INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206 5810	INVOICE DATE 04/30/10	INVOICE No. BMC5296492
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com		LABOR RATE	LICENSE No.	MILEAGE 37,009	COLOR BLACK/MAGMA	STOCK No. W92075
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. No.	P.O. No.	R.O. DATE 04/28/10		
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS				

MO: 37009

LABOR-----

J# 1 02BMZZ-STDSCOPE *STD SCOPE TECH(S):1177 WARRANTY
PERFORM STD SCOPE PER DCS
1177
0000105 .4
WILL NEED A WINDSHIELD, IT WILL PASS STATE BUT IF SECOND
CRACK GETS ANY BIGGER IF WILL FAIL 1177

J# 2 01BMZZ-L.O.F. *OIL & FILTER CHANGE TECH(S):1177 WARRANTY
CHANGE OIL AND FILTER, CK UNDER HOOD FLUIDS, ADD AS NEEDED;
CK AND CORRECT TIRE PRESSURES.
1177
0000610 1.0
COMPLETED.

J# 3 04BMZZ-FILT *REPLACE FUEL FILTER TECH(S):1177 WARRANTY
CUSTOMER REQUEST FUEL FILTER BE REPLACED.
PER CBS
0000604 .4
REPLACE FUEL FILTER.

J# 4 02BMZ SCHED. MAINTENANCE TECH(S):1177 INTERNAL
CBS DATA NOX ADDITIVE (SCR)
DEF TO BE DRAINED AND REFILLED
1177
DRAINED DEF TANK AND REFILLED TO SPEC
1177

J# 5 03BMZZ-FILTER *AIR FILTER TECH(S):1177 WARRANTY
CK AIR FILTER --- REPLACE IF NEEDED
1177
0000602 .2
REPLACED AIR FILTER

J# 6 31BMZZCOURTESY *COURTESY DETAIL TECH(S):379 INTERNAL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE
379

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	11-42-7-788-460	SET OIL-FILTER ELEM	
JOB # 2	1	07-51-0-037-195	OIL 5W30 DIESEL	
JOB # 2	1	83-19-0-440-158	DIESEL EXHAUST FLUI	
JOB # 3	1	13-32-7-793-672	FUEL FILTER CARTRID	
JOB # 3	1	07-12-9-952-104	HOSE CLAMP	
JOB # 5	1	13-71-7-797-465	AIR FILTER ELEMENT	

TOTAL - PARTS

0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 1	188200			04/30/10	LOANER140

TOTAL - SUBLET

INTERNAL 0.00

[] CASH [] CHECK CK NO. []

[] CREDIT [] DEBIT OTHER []



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SERVICE
INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	INVOICE DATE 04/30/10	INVOICE No. BMCS296492
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com RESIDENCE PHONE 757-357-4554 BUSINESS PHONE 757-238-8845		LABOR RATE	LICENSE No.	MILEAGE 37,009	COLOR BLACK/MAGMA	STOCK No. W92075
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. No.			P.O. No.	R.O. DATE 04/28/10
		COMMENTS		MO: 37009		

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 6 27 FREE CAR WASH

TOTAL -- MISC INTERNAL 0.00

COMMENTS-
LOANER/KV


RECOMMENDATIONS-
STATE INSPECTION DUE MAY
WINDSHIELD CRACKED, MAY NEED TO PASS INSPECTION NEXT MONTH,

TOTALS-----

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today, "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00


CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

SERVICE INVOICE

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	INVOICE DATE 06/04/10	INVOICE No. BMCS306158
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com		LABOR RATE		LICENSE No.	MILEAGE 41,280	COLOR BLACK/MAGMA
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09		STOCK No. W92075
		VEHICLE I.D. No. WBA PN 73569A 265980		DELIVERY MILES 2		PRODUCTION DATE
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		F.T.E. No.	P.O. No.	R.O. DATE 06/01/10
		COMMENTS		REPRINT# 1		

MO: 41280

LABOR.....

J# 1 13BMZ-AIRBAG *SRS/AIRBAG TECH(S):413 INTERNAL
CUSTOMER STATES D/S SEATBELT LIGHT DOES NOT GO OFF
AFTER BUCKLING
SHORT TESTED SYSTEM WITH NO FAULTS FOUND, HAVE DIAGNOSED
THIS PROBLEM IN THE PAST AS LUGGAGE BEING LEFT IN PASSENGER
SEAT CAUSING SEAT MAT TO BE TRIGGERED.413
ADVISE CUSTOMER OF HOW SEAT OCCUPANCY DETECTOR CAN BE SET OF
F BY LUGGAGE. NO CORRECTION IS NEEDED AT THIS TIME.413

J# 2 31BZZCOURTESY *COURTESY DETAIL TECH(S):109 INTERNAL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE 109

J# 3+60BMZ OPEN CAMPAIGN TECH(S):413 WARRANTY
CAMPAIGN.0013890100 US DIESEL PROGRAM CONTROL
COMPLETED CAMPAIGN BY PROGRAMING CAR USING WITH CAS.413
6100811 .8
413

J# 4+13BMZ *LIGHT,SWITCH,WIRES TECH(S):413 WARRANTY
CUST STATES D/S SEAT BELT BUCKLE NOT LATCHING PROPERLY AT
TIMES
FOUND SEAT BUCKLE TO BE AT FAULT.413
7211041 .6
72110353
REMOVED DRIVERS SEAT FROM VEHICLE, REPLACED BUCKLE, REINSTAL
ED SEAT.413

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	72-11-7-213-563	LOWER BELT WITH LEF	
TOTAL - PARTS				WARRANTY 0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	TOTAL
JOB # 1	189683			06/02/10	BMW 115	INTERNAL 0.00
TOTAL - SUBLET						INTERNAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	306158	INTERNAL
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	306158	INTERNAL
JOB # 2	27	FREE CAR WASH		INTERNAL
TOTAL - MISC				0.00

COMMENTS
LOANER/KD

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23808
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206 1627	INVOICE DATE 06/04/10	INVOICE No. BMCS306158	
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 Tand4ya@aol.com RESIDENCE PHONE 757-357-4554 BUSINESS PHONE 757-238-8845		LABOR RATE	LICENSE No.	MILEAGE 41,280	COLOR BLACK/MAGMA	STOCK No. W92075	
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d				DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. W.B.A.P.N.7.3.5.6.9.A.2.6.5.9.8.0				SELLING DEALER NO.	PRODUCTION DATE
		P.T.E. No.		P.O. No.		R.O. DATE 06/01/10	REPRINT# 1
COMMENTS		MO: 41280					

TOTALS

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR..... 0.00
 TOTAL PARTS..... 0.00
 TOTAL SUBLET..... 0.00
 TOTAL S.O.G..... 0.00
 TOTAL MISC CHG..... 0.00
 TOTAL MISC DISC..... 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []

[] CREDIT [] DEBIT OTHER []



SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 06/30/10	INVOICE No. BMCS313496
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 44,093	COLOR BLACK/MAGMA
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09		STOCK No. W92075
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0	SELLING DEALER NO.		DELIVERY MILES 2
		F.T.E. No.	P.O. No.	R.O. DATE 06/25/10	PRODUCTION DATE
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS			
					MO: 44093

LABOR-----
#1-12-13-14-15-16-17-18-19-20-21-22-23-24-25-26-27-28-29-30-31-32-33-34-35-36-37-38-39-40-41-42-43-44-45-46-47-48-49-50-51-52-53-54-55-56-57-58-59-60-61-62-63-64-65-66-67-68-69-70-71-72-73-74-75-76-77-78-79-80-81-82-83-84-85-86-87-88-89-90-91-92-93-94-95-96-97-98-99-100-101-102-103-104-105-106-107-108-109-110-111-112-113-114-115-116-117-118-119-120-121-122-123-124-125-126-127-128-129-130-131-132-133-134-135-136-137-138-139-140-141-142-143-144-145-146-147-148-149-150-151-152-153-154-155-156-157-158-159-160-161-162-163-164-165-166-167-168-169-170-171-172-173-174-175-176-177-178-179-180-181-182-183-184-185-186-187-188-189-190-191-192-193-194-195-196-197-198-199-200-201-202-203-204-205-206-207-208-209-210-211-212-213-214-215-216-217-218-219-220-221-222-223-224-225-226-227-228-229-230-231-232-233-234-235-236-237-238-239-240-241-242-243-244-245-246-247-248-249-250-251-252-253-254-255-256-257-258-259-260-261-262-263-264-265-266-267-268-269-270-271-272-273-274-275-276-277-278-279-280-281-282-283-284-285-286-287-288-289-290-291-292-293-294-295-296-297-298-299-300-301-302-303-304-305-306-307-308-309-310-311-312-313-314-315-316-317-318-319-320-321-322-323-324-325-326-327-328-329-330-331-332-333-334-335-336-337-338-339-340-341-342-343-344-345-346-347-348-349-350-351-352-353-354-355-356-357-358-359-360-361-362-363-364-365-366-367-368-369-370-371-372-373-374-375-376-377-378-379-380-381-382-383-384-385-386-387-388-389-390-391-392-393-394-395-396-397-398-399-400-401-402-403-404-405-406-407-408-409-410-411-412-413-414-415-416-417-418-419-420-421-422-423-424-425-426-427-428-429-430-431-432-433-434-435-436-437-438-439-440-441-442-443-444-445-446-447-448-449-450-451-452-453-454-455-456-457-458-459-460-461-462-463-464-465-466-467-468-469-470-471-472-473-474-475-476-477-478-479-480-481-482-483-484-485-486-487-488-489-490-491-492-493-494-495-496-497-498-499-500-501-502-503-504-505-506-507-508-509-510-511-512-513-514-515-516-517-518-519-520-521-522-523-524-525-526-527-528-529-530-531-532-533-534-535-536-537-538-539-540-541-542-543-544-545-546-547-548-549-550-551-552-553-554-555-556-557-558-559-560-561-562-563-564-565-566-567-568-569-570-571-572-573-574-575-576-577-578-579-580-581-582-583-584-585-586-587-588-589-590-591-592-593-594-595-596-597-598-599-600-601-602-603-604-605-606-607-608-609-610-611-612-613-614-615-616-617-618-619-620-621-622-623-624-625-626-627-628-629-630-631-632-633-634-635-636-637-638-639-640-641-642-643-644-645-646-647-648-649-650-651-652-653-654-655-656-657-658-659-660-661-662-663-664-665-666-667-668-669-670-671-672-673-674-675-676-677-678-679-680-681-682-683-684-685-686-687-688-689-690-691-692-693-694-695-696-697-698-699-700-701-702-703-704-705-706-707-708-709-710-711-712-713-714-715-716-717-718-719-720-721-722-723-724-725-726-727-728-729-730-731-732-733-734-735-736-737-738-739-740-741-742-743-744-745-746-747-748-749-750-751-752-753-754-755-756-757-758-759-760-761-762-763-764-765-766-767-768-769-770-771-772-773-774-775-776-777-778-779-780-781-782-783-784-785-786-787-788-789-790-791-792-793-794-795-796-797-798-799-800-801-802-803-804-805-806-807-808-809-810-811-812-813-814-815-816-817-818-819-820-821-822-823-824-825-826-827-828-829-830-831-832-833-834-835-836-837-838-839-840-841-842-843-844-845-846-847-848-849-850-851-852-853-854-855-856-857-858-859-860-861-862-863-864-865-866-867-868-869-870-871-872-873-874-875-876-877-878-879-880-881-882-883-884-885-886-887-888-889-890-891-892-893-894-895-896-897-898-899-900-901-902-903-904-905-906-907-908-909-910-911-912-913-914-915-916-917-918-919-920-921-922-923-924-925-926-927-928-929-930-931-932-933-934-935-936-937-938-939-940-941-942-943-944-945-946-947-948-949-950-951-952-953-954-955-956-957-958-959-960-961-962-963-964-965-966-967-968-969-970-971-972-973-974-975-976-977-978-979-980-981-982-983-984-985-986-987-988-989-990-991-992-993-994-995-996-997-998-999-1000-1001-1002-1003-1004-1005-1006-1007-1008-1009-1010-1011-1012-1013-1014-1015-1016-1017-1018-1019-1020-1021-1022-1023-1024-1025-1026-1027-1028-1029-1030-1031-1032-1033-1034-1035-1036-1037-1038-1039-1040-1041-1042-1043-1044-1045-1046-1047-1048-1049-1050-1051-1052-1053-1054-1055-1056-1057-1058-1059-1060-1061-1062-1063-1064-1065-1066-1067-1068-1069-1070-1071-1072-1073-1074-1075-1076-1077-1078-1079-1080-1081-1082-1083-1084-1085-1086-1087-1088-1089-1090-1091-1092-1093-1094-1095-1096-1097-1098-1099-1100-1101-1102-1103-1104-1105-1106-1107-1108-1109-1110-1111-1112-1113-1114-1115-1116-1117-1118-1119-1120-1121-1122-1123-1124-1125-1126-1127-1128-1129-1130-1131-1132-1133-1134-1135-1136-1137-1138-1139-1140-1141-1142-1143-1144-1145-1146-1147-1148-1149-1150-1151-1152-1153-1154-1155-1156-1157-1158-1159-1160-1161-1162-1163-1164-1165-1166-1167-1168-1169-1170-1171-1172-1173-1174-1175-1176-1177-1178-1179-1180-1181-1182-1183-1184-1185-1186-1187-1188-1189-1190-1191-1192-1193-1194-1195-1196-1197-1198-1199-1200-1201-1202-1203-1204-1205-1206-1207-1208-1209-1210-1211-1212-1213-1214-1215-1216-1217-1218-1219-1220-1221-1222-1223-1224-1225-1226-1227-1228-1229-1230-1231-1232-1233-1234-1235-1236-1237-1238-1239-1240-1241-1242-1243-1244-1245-1246-1247-1248-1249-1250-1251-1252-1253-1254-1255-1256-1257-1258-1259-1260-1261-1262-1263-1264-1265-1266-1267-1268-1269-1270-1271-1272-1273-1274-1275-1276-1277-1278-1279-1280-1281-1282-1283-1284-1285-1286-1287-1288-1289-1290-1291-1292-1293-1294-1295-1296-1297-1298-1299-1300-1301-1302-1303-1304-1305-1306-1307-1308-1309-1310-1311-1312-1313-1314-1315-1316-1317-1318-1319-1320-1321-1322-1323-1324-1325-1326-1327-1328-1329-1330-1331-1332-1333-1334-1335-1336-1337-1338-1339-1340-1341-1342-1343-1344-1345-1346-1347-1348-1349-1350-1351-1352-1353-1354-1355-1356-1357-1358-1359-1360-1361-1362-1363-1364-1365-1366-1367-1368-1369-1370-1371-1372-1373-1374-1375-1376-1377-1378-1379-1380-1381-1382-1383-1384-1385-1386-1387-1388-1389-1390-1391-1392-1393-1394-1395-1396-1397-1398-1399-1400-1401-1402-1403-1404-1405-1406-1407-1408-1409-1410-1411-1412-1413-1414-1415-1416-1417-1418-1419-1420-1421-1422-1423-1424-1425-1426-1427-1428-1429-1430-1431-1432-1433-1434-1435-1436-1437-1438-1439-1440-1441-1442-1443-1444-1445-1446-1447-1448-1449-1450-1451-1452-1453-1454-1455-1456-1457-1458-1459-1460-1461-1462-1463-1464-1465-1466-1467-1468-1469-1470-1471-1472-1473-1474-1475-1476-1477-1478-1479-1480-1481-1482-1483-1484-1485-1486-1487-1488-1489-1490-1491-1492-1493-1494-1495-1496-1497-1498-1499-1500-1501-1502-1503-1504-1505-1506-1507-1508-1509-1510-1511-1512-1513-1514-1515-1516-1517-1518-1519-1520-1521-1522-1523-1524-1525-1526-1527-1528-1529-1530-1531-1532-1533-1534-1535-1536-1537-1538-1539-1540-1541-1542-1543-1544-1545-1546-1547-1548-1549-1550-1551-1552-1553-1554-1555-1556-1557-1558-1559-1560-1561-1562-1563-1564-1565-1566-1567-1568-1569-1570-1571-1572-1573-1574-1575-1576-1577-1578-1579-1580-1581-1582-1583-1584-1585-1586-1587-1588-1589-1590-1591-1592-1593-1594-1595-1596-1597-1598-1599-1600-1601-1602-1603-1604-1605-1606-1607-1608-1609-1610-1611-1612-1613-1614-1615-1616-1617-1618-1619-1620-1621-1622-1623-1624-1625-1626-1627-1628-1629-1630-1631-1632-1633-1634-1635-1636-1637-1638-1639-1640-1641-1642-1643-1644-1645-1646-1647-1648-1649-1650-1651-1652-1653-1654-1655-1656-1657-1658-1659-1660-1661-1662-1663-1664-1665-1666-1667-1668-1669-1670-1671-1672-1673-1674-1675-1676-1677-1678-1679-1680-1681-1682-1683-1684-1685-1686-1687-1688-1689-1690-1691-1692-1693-1694-1695-1696-1697-1698-1699-1700-1701-1702-1703-1704-1705-1706-1707-1708-1709-1710-1711-1712-1713-1714-1715-1716-1717-1718-1719-1720-1721-1722-1723-1724-1725-1726-1727-1728-1729-1730-1731-1732-1733-1734-1735-1736-1737-1738-1739-1740-1741-1742-1743-1744-1745-1746-1747-1748-1749-1750-1751-1752-1753-1754-1755-1756-1757-1758-1759-1760-1761-1762-1763-1764-1765-1766-1767-1768-1769-1770-1771-1772-1773-1774-1775-1776-1777-1778-1779-1780-1781-1782-1783-1784-1785-1786-1787-1788-1789-1790-1791-1792-1793-1794-1795-1796-1797-1798-1799-1800-1801-1802-1803-1804-1805-1806-1807-1808-1809-1810-1811-1812-1813-1814-1815-1816-1817-1818-1819-1820-1821-1822-1823-1824-1825-1826-1827-1828-1829-1830-1831-1832-1833-1834-1835-1836-1837-1838-1839-1840-1841-1842-1843-1844-1845-1846-1847-1848-1849-1850-1851-1852-1853-1854-1855-1856-1857-1858-1859-1860-1861-1862-1863-1864-1865-1866-1867-1868-1869-1870-1871-1872-1873-1874-1875-1876-1877-1878-1879-1880-1881-1882-1883-1884-1885-1886-1887-1888-1889-1890-1891-1892-1893-1894-1895-1896-1897-1898-1899-1900-1901-1902-1903-1904-1905-1906-1907-1908-1909-1910-1911-1912-1913-1914-1915-1916-1917-1918-1919-1920-1921-1922-1923-1924-1925-1926-1927-1928-1929-1930-1931-1932-1933-1934-1935-1936-1937-1938-1939-1940-1941-1942-1943-1944-1945-1946-1947-1948-1949-1950-1951-1952-1953-1954-1955-1956-1957-1958-1959-1960-1961-1962-1963-1964-1965-1966-1967-1968-1969-1970-1971-1972-1973-1974-1975-1976-1977-1978-1979-1980-1981-1982-1983-1984-1985-1986-1987-1988-1989-1990-1991-1992-1993-1994-1995-1996-1997-1998-1999-2000-2001-2002-2003-2004-2005-2006-2007-2008-2009-2010-2011-2012-2013-2014-2015-2016-2017-2018-2019-2020-2021-2022-2023-2024-2025-2026-2027-2028-2029-2030-2031-2032-2033-2034-2035-2036-2037-2038-2039-2040-2041-2042-2043-2044-2045-2046-2047-2048-2049-2050-2051-2052-2053-2054-2055-2056-2057-2058-2059-2060-2061-2062-2063-2064-2065-2066-2067-2068-2069-2070-2071-2072-2073-2074-2075-2076-2077-2078-2079-2080-2081-2082-2083-2084-2085-2086-2087-2088-2089-2090-2091-2092-2093-2094-2095-2096-2097-2098-2099-2100-2101-2102-2103-2104-2105-2106-2107-2108-2109-2110-2111-2112-2113-2114-2115-2116-2117-2118-2119-2120-2121-2122-2123-2124-2125-2126-2127-2128-2129-2130-2131-2132-2133-2134-2135-2136-2137-2138-2139-2140-2141-2142-2143-2144-2145-2146-2147-2148-2149-2150-2151-2152-2153-2154-2155-2156-2157-2158-2159-2160-2161-2162-2163-2164-2165-2166-2167-2168-2169-2170-2171-2172-2173-2174-2175-2176-2177-2178-2179-2180-2181-2182-2183-2184-2185-2186-2187-2188-2189-2190-2191-2192-2193-2194-2195-2196-2197-2198-2199-2200-2201-2202-2203-2204-2205-2206-2207-2208-2209-2210-2211-2212-2213-2214-2215-2216-2217-2218-2219-2220-2221-2222-2223-2224-2225-2226-2227-2228-2229-2230-2231-2232-2233-2234-2235-2236-2237-2238-2239-2240-2241-2242-2243-2244-2245-2246-2247-2248-2249-2250-2251-2252-2253-2254-2255-2256-2257-2258-2259-2260-2261-2262-2263-2264-2265-2266-2267-2268-2269-2270-2271-2272-2273-2274-2275-2276-2277-2278-2279-2280-2281-2282-2283-2284-2285-2286-2287-2288-2289-2290-2291-2292-2293-2294-2295-2296-2297-2298-2299-2300-2301-2302-2303-2304-2305-2306-2307-2308-2309-2310-2311-2312-2313-2314-2315-2316-2317-2318-2319-2320-2321-2322-2323-2324-2325-2326-2327-2328-2329-2330-2331-2332-2333-2334-2335-2336-2337-2338-2339-2340-2341-2342-2343-2344-2345-2346-2347-2348-2349-2350-2351-2352-2353-2354-2355-2356-2357-2358-2359-2360-2361-2362-2363-2364-2365-2366-2367-2368-2369-2370-2371-2372-2373-2374-2375-2376-2377-2378-2379-2380-2381-2382-2383-2384-2385-2386-2387-2388-2389-2390-2391-2392-2393-2394-2395-2396-2397-2398-2399-2400-2401-2402-2403-2404-2405-2406-2407-2408-2409-2410-2411-2412-2413-2414-2415-2416-2417-2418-2419-2420-2421-2422-2423-2424-2425-2426-2427-2428-2429-2430-2431-2432-2433-2434-2435-2436-2437-2438-2439-2440-2441-2442-2443-2444-2445-2446-2447-2448-2449-2450-2451-2452-2453-2454-2455-2456-2457-2458-2459-2460-2461-2462-2463-2464-2465-2466-2467-2468-2469-2470-2471-2472-2473-2474-2475-2476-2477-2478-2479-2480-2481-2482-2483-2484-2485-2486-2487-2488-2489-2490-2491-2492-2493-2494-2495-2496-2497-2498-2499-2500-2501-2502-2503-2504-2505-2506-25



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SERVICE INVOICE

CASEY BMW
12881 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-6:00

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		206	TAG No. 2293	INVOICE DATE 06/30/10	INVOICE No. BMCS313496	
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE		LICENSE No.	MILEAGE 44,093	COLOR BLACK/MAGMA	STOCK No. W92075	
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d					DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0					SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. No.		P.O. No.		R.O. DATE 06/25/10		
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS						MO: 44093

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # 1	30 POLICY-RENTAL CARS-SERVICE	313496	INTERNAL
JOB # 1	30 POLICY-RENTAL CARS-SERVICE	313496	INTERNAL
JOB # 1	30 POLICY-RENTAL CARS-SERVICE	313496	INTERNAL
JOB # 2	27 FREE CAR WASH		INTERNAL
		TOTAL - MISC	0.00

COMMENTS-----
LOANER/CC

TOTALS-----

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today, "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK OK NO. []

[] CREDIT [] DEBIT OTHER []



CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

SERVICE INVOICE

CELL: 757-650-4225

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 07/02/10	INVOICE No. BMCS314944
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. 2416	COLOR BLACK/MAGMA	STOCK No. W92075
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d	MILEAGE 44,144	DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER 06/30/10	PRODUCTION DATE
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS		MO: 44144	

LABOR		TECH(S):209		WARRANTY	
J# 1 13BMZ	*LIGHT SWITCH WIRES				
CUST STATES LOW OIL LIGHT ON, CK AND ADVISE					
SEE BOB KING					
F.M. LEVEL LOW LIGHT, FOUND 1/2 QT LOW, SETTING					
OFF S.W. CHECKED FOR OIL LEAKS. NO LEAKS FOUND					
ALL OK AT THIS TIME					
RESET LIGHTS					
J# 2 310MZZCOURTESY	*COURTESY DETAIL	TECH(S):1041		INTERNAL	
COURTESY CLEAN--WASH VEHICLE. CHAMOIS DRY. DRESS TIRES.					
VACUUM					
DONE					
1041					
TOTAL - LABOR		0.00			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	07-51-0-037-195	OIL 5W30 DIESEL		INTERNAL
TOTAL - PARTS		0.00			
SUBLET	PO#	VEN#	INV#	INV DATE	DESCRIPTION
JOB # 1	191180			07/02/10	LOANER115
TOTAL - SUBLET		INTERNAL		0.00	
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 2	27	FREE CAR WASH			INTERNAL
TOTAL - MISC		INTERNAL		0.00	

TOTALS			
Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!			
TOTAL LABOR	0.00		
TOTAL PARTS	0.00		
TOTAL SUBLET	0.00		
TOTAL G.O.G.	0.00		
TOTAL MISC CHG.	0.00		
TOTAL MISC DISC	0.00		
TOTAL TAX	0.00		
TOTAL INVOICE \$	0.00		

Karen White
CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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SERVICE
INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-889-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 07/27/10	CELL 757-650-4225
KAREN L. WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 46,390	COLOR BLACK/MAGMA
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09		STOCK No. BMCS320848
		VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0	SELLING DEALER NO.		DELIVERY MILES 2
		F.T.E. No.	P.O. No.	R.O. DATE 07/20/10	PRODUCTION DATE
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS			
					MO: 46390

LABOR
JOB # 13BMZ: CUST STATES VEHICLE FEELS LIKE ITS MISSING, NOT RUNNING WELL, RUNNING ROUGH, CHECK ENGINE LIGHT CAME ON / OFF FOUND FAULT CODE 4D35, FOUND BULITEN SIB11 02 10. WAS INSTRUCTED BY BULITEN TO CLEAN METERING VALVE.
0000005 .4
1171025 .6
CLEANED METERING VALVE PER BULITEN.

JOB # 24BMZ: CUST STATES DRIVERS SIDE REAR SPEAKER MAKING A CRACKLING NOISE, HIGH PITCH LOUD NOISE GOING OVER BUMPS FOUND NO PROBLEMS, COULD NOT DUPLICATE CONCERN. NO REPAIR NEEDED AT THIS TIME.

JOB # 31BMZ: CUST STATES SERVICE ENGINE SOON LIGHT ON / OFF AT TIMES SHORT TESTED VEHICLE FOUND FAULTS 2E3C 4CE8 480A 4D35 4B10 4B11 4687. COMPLETED TEST PLAN, WAS INSTRUCTED TO REPLACE THROTTLE THROTTLE VALVE, DIAG CODE D11600000000010001.
1171025 .6
0000005 .4
REPLACED THROTTLE VALVE WITH NEW. DELETED FAULTS, TEST DROVE RESHORTTESTED VEHICLE WITH NO PROBLEMS.413

JOB # 431BMZ: COURTESY CLEAN-WASH VEHICLE, CHAMDIS DRY, DRESS TIRES, VACUUM DONE 109

TOTAL - LABOR				0.00
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-----			
JOB # 3	1	13-54-7-792-098	O-RING	
JOB # 3	1	11-71-7-804-384	THROTTLE	
TOTAL - PARTS				0.00
MISC-----CODE-----DESCRIPTION-----	CONTROL NO-----			
JOB # 4	27	FREE CAR WASH		
TOTAL - MISC				0.00
COMMENTS-----				
DROP OFF/CC				

[] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []



SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174339		ADVISOR MICHAEL KLINE	TAG No. 206 2071	INVOICE DATE 07/27/10	INVOICE No. 757-550-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No.	MILEAGE 46,390	COLOR BLACK/MAGMA
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09		STOCK No. W92075
		VEHICLE I.D. No. WBA RN 7 3 5 6 9 A 2 6 5 9 8 0	SELLING DEALER NO.		DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		R.O. DATE 07/20/10	
COMMENTS		MO: 46390			

TOTALS

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 08/17/10	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LICENSE No. JRRE1	MILEAGE 47,811	COLOR BLACK/MAGMA	INVOICE No. BMCS326814
land4ya@aol.com		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09	STOCK No. W92075	
RESIDENCE PHONE 757-357-4554		VEHICLE I.D. No. WBA PN 73569 A 265980	SELLING DEALER No.	DELIVERY MILES 2	
BUSINESS PHONE 757-238-8845		F.T.E. No.	P.O. No.	PRODUCTION DATE	
COMMENTS		R.O. DATE 08/07/10			

MO: 47813

LABOR-----

J# 1 03BMZZ-D : CHK RUN PROBLEM : TECH(S):1749 : WARRANTY
CUSTOMER STATES ENGINE RUNS ROUGH, CK AND ADVISE.
INSPECTED AND TESTED, FAULTS FOUND IN DDE 4B10/4B11
FOLLOWED TEST PLAN. 1749
0000006 .4
SENT PUMA CASE AND FOUND POOR FUEL IN VEHICLE CAUSING POOR
IDLE QUALITY, NEEDS GOOD QUALITY DIESEL FUEL.

J# 2 26BMZZ-W-REFILL *REPLACE INSERTS : TECH(S):1749 : WARRANTY
WIPERS NOT CLEANING WINDSHIELD REPLACE BLADES.
1749
REPLACED BOTH FRONT WIPER BLADES

J# 3 31BMZZCOURTESY *COURTESY DETAIL : TECH(S):1041 : INTERNAL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE.....
1041

J# 4+09BMZZ-TIRE-R *TIRE CONDITION RED : TECH(S):1749 : INTERNAL
RECOMMEND TIRES

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	61-61-2-158-783	WIPER BLADES P S	
JOB # 2	1	61-61-2-158-787	WIPER BLADES D S	
TOTAL - PARTS				0.00

WARRANTY
WARRANTY

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION
JOB # 1	192957		08/16/10	LOANER182
TOTAL - SUBLET				0.00

INTERNAL
0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 3	27	FREE CAR WASH	
TOTAL - MISC			0.00

INTERNAL
0.00COMMENTS-----
DROPPED OFF/CC

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206 2443	INVOICE DATE 08/17/10	INVOICE No. BMCS326814
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 Tand4ya@aol.com	LABOR RATE	LICENSE No. JRRE1	MILEAGE 47,811	COLOR BLACK/MAGMA
	YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09
	VEHICLE ID. No. W R A P N 7 3 5 6 9 A 2 6 5 9 8 0			DELIVERY MILES 2
	R.T.E. No.			SELLING DEALER NO.
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	R.O. DATE 08/07/10		
COMMENTS				
MO: 47813				

TOTALS-----

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 09/02/10	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 49,443	COLOR BLACK/MAGMA
Tand4ya@aol.com		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09	STOCK No. W92075
RESIDENCE PHONE 757-357-4554		VEHICLE ID. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER No.	DELIVERY MILES 2
BUSINESS PHONE 757-238-8845		R.T.E. No.		P.C. No.	PRODUCTION DATE
COMMENTS		R.O. DATE 08/30/10		MO: 49445	

LABOR

J# 1 03BMZZ-DIAG- *CHECK ENGINE LIGHT TECH(S) 1177 WARRANTY
CHECK ENGINE LIGHT COMING ON
HAD FAULT 4D35 FOR REDUCING AGENTMETERING VALVE. PLAUSIBILIT
FOUND SIB110210 FOR CHECKING OPERATION OF SCR METERING VALVE
VALVE IS OPERATING BUT IS CLOGGED UP WITH CRYSTALIZED DEF
VALVE WAS CLEANED OUT 2 WEEKS AGO FROM BEING CLOGGED UP
NEEDS A NEW VALVE AND THE VALVE FLANGE NEEDS TO BE CLEANED
OUT AGAIN 1177
0000006 .4
1899000 .8
1831630 .4
COMPLETELY DRAINED DEF, AND REFILLED WITH NEW DEF REPLACED
SCR METERING VALVE TO SPEC AND TEST DROVE VEHICLE OVERNIGHT
FOR TWO DAYS CAR RAN TO SPEC AND NO LIGHTS RETURNED DURING
TEST DRIVE 1177

J# 2 02BMZZ-STDSCOPE *STD SCOPE TECH(S) 1177 WARRANTY
PERFORM STD SCOPE PER DCS
1177
0000105 .2
STD SCOPE PERFORMED.

J# 3 06BMZZAS *BMW REAR BRAKES TECH(S) 1177 WARRANTY
CUSTOMER STATES REPLACE REAR BRAKE PADS
PADS AT 3MM CDS SUGGESTS REPLACEMENT, ROTORS .8MM ABOVE
REPLACEMENT POINT 1177
0000614 1.1
REPLACED PADS AND SENSOR TO SPEC. NOTED THAT PASS REAR TIRE
HAS A NAIL IN IT AND TRED AN ALL OTHER TIRES ARE LOW NEEDS
4 TIRES AND AN ALIGNMENT 1177

J# 4 31BMZZCOURTESY *COURTESY DETAIL TECH(S) 2074 INTERNAL
COURTESY CLEAN-WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
VEHICLE IS CLEAN
207/KEVIN

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	18-30-7-807-206	METERING UNIT	WARRANTY
JOB # 1	1	83-19-0-440-158	DIESEL EXHAUST FLUT	WARRANTY
JOB # 1	1	63-21-7-160-788	LONG LIFE BULB	WARRANTY
JOB # 3	1	34-21-6-791-938	REPAIR KIT, BRAKE P	WARRANTY
JOB # 3	1	34-35-6-789-445	BRAKE PAD WEAR SENS	WARRANTY
JOB # 3	1	81-22-9-407-103	BRAKE PAD PASTE	WARRANTY
TOTAL - PARTS				0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	INTERNAL	[] CASH [] CHECK CK NO. []
JOB # 1	194090		09/02/10	LOANER127	0.00	[] CREDIT [] DEBIT OTHER []
TOTAL - SUBLET					0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
JOB # 4	27	FREE CAR WASH		INTERNAL



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CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206 2530	INVOICE DATE 09/02/10	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com	LABOR RATE	LICENSE No. JRRE1	MILEAGE 49,443	COLOR BLACK/MAGMA
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09	STOCK No. W92075
VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER NO.		DELIVERY MILES 2
F.T.E. No.		P.O. No.	R.O. DATE 08/30/10	PRODUCTION DATE
COMMENTS				
MO: 49445				

TOTAL - MISC 0.00

COMMENTS-----
LOANER/KV- DROP OFF SAT.

TOTALS-----

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR.....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 10/22/10	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 50.368	COLOR BLACK/MAGMA
land4ya@aol.com		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09	STOCK No. W92075
RESIDENCE PHONE 757-357-4554		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 7 6 5 9 8 0		SELLING DEALER NO.	DELIVERY MILES 2
BUSINESS PHONE 757-238-8845		F.T.E. No.		P.O. No.	PRODUCTION DATE
COMMENTS		R.O. DATE 09/10/10			
MO: 50393					

LABOR
J# 1 03BMZZ DIAG... CHECK ENGINE LIGHT...
CHECK ENGINE LIGHT COMING ON
CUST STATES VEH IDLES LOW / SHAKES, ACTS LIKE IT IS CUTTING OFF
SHAKES VERY BAD
FOUND DIESEL ENGINE FAILURE DUE TO VALVE COVER CRANK
CASE VENTILATION SYSTEM MALFUNCTION
1100091 16.5 / 1165048 6.3 / 1161350 1.2
1791000 .7 / 1100591 7.4 / 1353315 2.4
2400023 4.9 / 1151000 2.9 / 1161050 1.7
DIAG WT 2.0 / 1831080 3.4 / 54500010 .8
1171025 .6
11150315
REPLACED DIESEL ENGINE, TURBOS, DPFE, INTERCOOLER, 5 INJECTOR
S.
SEE COMMENTS SECTION FOR DESCRIPTION
J# 2 31BMZZCOURTESY *COURTESY DETAIL... TECH(S) 207...
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES, VACUUM

TOTAL - LABOR 0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	4		13-53-7-808-094	RMFD INJECTOR	WARRANTY
JOB # 1	1		11-12-7-796-378	PROFILE-GASKET	WARRANTY
JOB # 1	6		11-61-2-246-945	PROFILE-GASKET	WARRANTY
JOB # 1	6		11-61-7-790-198	PROFILE-GASKET	WARRANTY
JOB # 1	1		11-61-2-245-439	RUBBER SEAL	WARRANTY
JOB # 1	1		11-12-7-798-532	SET BOLT CYLINDER H	WARRANTY
JOB # 1	7		07-11-9-906-057	FILLISTER HEAD WITH	WARRANTY
JOB # 1	1		13-62-1-433-076	TEMPERATURE SENSOR	WARRANTY
JOB # 1	1		11-65-7-802-587	AT-TURBO CHARGER	WARRANTY
JOB # 1	1		11-65-7-811-404	AT-TURBO CHARGER	WARRANTY
JOB # 1	1		11-62-1-711-954	HEX NUT	WARRANTY
JOB # 1	2		07-12-9-904-559	ASA-BOLT	WARRANTY
JOB # 1	1		11-71-7-804-384	THROTTLE	WARRANTY
JOB # 1	1		11-61-7-812-274	CHARGE AIR LINE	WARRANTY
JOB # 1	1		13-62-7-812-741	TEMPERATURE SENSOR	WARRANTY
JOB # 1	2		07-11-9-902-968	HEX BOLT WITH WASHE	WARRANTY
JOB # 1	1		07-11-9-904-041	HEX BOLT WITH WASHE	WARRANTY
JOB # 1	7		07-11-9-905-811	FILLISTER HEAD WITH	WARRANTY
JOB # 1	1		11-61-2-245-439	RUBBER SEAL	WARRANTY
JOB # 1	6		11-61-2-246-945	PROFILE-GASKET	WARRANTY
JOB # 1	6		11-61-7-790-198	PROFILE-GASKET	WARRANTY
JOB # 1	1		11-61-7-823-073	INTAKE MANIFOLD WIT	WARRANTY
JOB # 1	1		11-61-8-506-078	CHARGE AIR LINE	WARRANTY
JOB # 1	1		11-65-7-802-591	CONNECTION PIPE	WARRANTY
JOB # 1	1		11-65-7-802-596	VACUUM BOX	WARRANTY
JOB # 1	1		11-71-7-807-805	EGR-VALVE	WARRANTY
JOB # 1	2		13-53-7-808-094	RMFD INJECTOR	WARRANTY
JOB # 1	2		13-54-7-792-098	O-RING	WARRANTY
JOB # 1	1		13-62-7-792-260	FUEL INJECTION SYST	WARRANTY
JOB # 1	1		17-51-7-800-682	CHARGE-AIR COOLER	WARRANTY

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206 2385	INVOICE DATE 10/22/10	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636	LABOR RATE 1RRE1	LICENSE No. 50,368	COLOR BLACK/MAGMA	STOCK No. W92075
land4ya@aol.com	YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d	MILEAGE 50,368	DELIVERY DATE 05/29/09	DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554	VEHICLE I.D. No. W R A P N 7 3 5 6 9 A 2 6 5 9 8 0	F.T.E. No.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE 757-238-8845	COMMENTS	P.O. No.	R.O. DATE 09/10/10	
				MO: 50393

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	3	18-20-7-793-677	CLAMP	
JOB # 1	3	18-30-7-793-678	GASKET	
JOB # 1	1	18-30-7-808-655	AT-DIESEL PARTICULA	
JOB # 1	1	18-30-7-812-171	GASKET	
JOB # 1	1	18-30-7-812-172	ASA-BOLT	
JOB # 1	2	18-30-8-507-550	FLANGE	
JOB # 1	1	-23923-X	TIE WRAP	
JOB # 1	1	11-00-0-446-763	RMFD SHORT ENGINE	
JOB # 1	1	11-65-7-807-542	GASKET ASBESTOS FRE	
JOB # 1	1	11-65-7-802-693	GASKET ASBESTOS FRE	
JOB # 1	3	11-62-7-799-728	GASKET ASBESTOS FRE	
JOB # 1	1	11-66-7-794-767	O-RING	
JOB # 1	1	11-65-7-796-633	O-RING	
JOB # 1	1	11-42-7-809-831	GASKET ASBESTOS FRE	
JOB # 1	1	11-42-7-792-254	GASKET ASBESTOS FRE	
JOB # 1	10	07-11-9-905-041	GASKET RING	
JOB # 1	1	11-12-2-247-745	PROFILE-GASKET	
JOB # 1	1	24111	CLAMP	
JOB # 1	12	11-62-7-789-015	FLANGE NUT	
JOB # 1	4	11-65-7-794-574	MOUNTING PANEL	
JOB # 1	4	07-11-9-904-105	FILLISTER-HEAD SCRE	
JOB # 1	4	07-11-9-906-249	FILLISTER HEAD WITH	
JOB # 1	7	07-12-9-903-799	TORX SCREW	
JOB # 1	1	11-51-7-793-796	GASKET STEEL	
JOB # 1	4	11-14-7-792-545	TORX SCREW WITH COL	
JOB # 1	1	11-51-7-787-692	PROFILE-GASKET	
JOB # 1	1	11-51-7-805-812	RMFD WATER PUMP	
JOB # 1	2	-23932-X	TY-RAP 11.41 L BLAC	
JOB # 1	8	07-51-0-037-195	OIL 5W30 DIESEL	
JOB # 1	1	82-14-1-467-704	ANTIFREEZE	
JOB # 1	2	ATF	AUTO TRANS FLUID	
JOB # 1	2	R134A	FREON	
JOB # 1	1	13-53-7-799-869	OVERFLOW OIL LINE	
JOB # 1	6	51-16-1-943-122	PLASTIC NUT	
JOB # 1	1	24110	CLAMP	
JOB # 1	1	37-14-6-763-733	REGULATING ROD	
TOTAL - PARTS				0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	195282		10/22/10	LOANER189	INTERNAL
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	336135	INTERNAL
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	336135	INTERNAL
TOTAL - MISC				0.00

COMMENTS-----
LOANER/CC
PULLED VEHICLE IN SHOP, PERFORMED SHORT TEST AND FOUND FAULT CODES.
3FF1,2E3C,480A,4B10 AND 4B11. FOLLOWED TEST PLANS AS PER ISID
FOUND NO RESULTS FROM TEST PLAN FOR SMOOTH RUN VALUES. PERFORMED
MASS AIR FLOW TEST PLAN AND RECIEVED NO CONCLUSIVE RESULTS. RESTART
TEST PLAN FOR FUEL INJECTORS AND AS PER TEST PLAN REPLACE INJECTORS

[] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 10/22/10	CELL: 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636	LABOR RATE 2385	LICENSE No. JRRE1	MILEAGE 50,368	INVOICE No. BMCS336135
7and4ya@aol.com	YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	VEHICLE I.D. No. W R A P N 7 3 5 6 9 A 2 6 5 9 8 0	COLOR BLACK/MAGMA	STOCK No. W92075
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	F.T.E. No.	DELIVERY DATE 05/29/09	DELIVERY MILES 2
COMMENTS		F.O. No.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 09/10/10	
MO: 50393				

COMMENTS-----
ON CYLINDERS 2 3 4 AND 6. SUBMITTED TEILECLEAR CASE FOR REPLACEMENT OF FUEL INJECTORS. AS PER TC, REPLACE FUEL INJECTORS. REMOVED CHARGE AIR PIPE FROM INTERCOOLER TO EGR VALVE. REMOVED EGR VALVE AND THROTTLE ASSEMBLY. REMOVED INTAKE MANIFOLD AND NOTICED SEVER AMOUNT OF SOOT/SLUDGE BUILDUP IN INTAKE MANIFOLD PLENUM. CONTACTED PUMA AND SENT PICTURES OF SWIRL PORTS AND TANGENTIAL PORTS. BOTH SEVERLY GUMMED UP AS WELL AS EGR AND THROTTLE VALVES. INSTALLED INJECTORS AND CALIBRATED. NOTED AS PER BRIAN SIME, INSPECT OTHER ITEMS FOR SOOT AND BUILDUP. REMOVED DPf FILTER AND INSPECTED AND FOUND IT WAS CLOGGED WITH SOOT. REMOVED TURBO CHARGERS IN VEHICLE TO INSPECT FOR BUILDUP AND SOOT AND FOUND PRESENT. ALSO TURBO SHAFT ENDPLAY NOTED CHARGE PIPE FROM TURBO TO INTERCOOLER COVERD IN SOOT AND OIL. ALSO REMOVED INTERCOOLER AND FOUND CLOGGED WITH SOOT AND GUMMY BUILDUP. PICTURES SENT TO PUMA AND AS PER PUMA REPLACE COMPLETE HEAD INCLUDING CAMSHAFTS AND ROCKERS AND SPRINGS ETC. ALSO WAS INSTRUCTED TO REPLACE THE INTAKE MANIFOLD, THOTTLE AND EGR VALVE ASSEMBLIES, INTERCOOLER AS WELL AND THE DPf ASSEMBLY, AND BOTH HIGH AND LOW PRESSURE TURBOCHARGERS AND CHARGE PIPES AS STATED IN LATER EMAIL FROM BRIAN SIME. COULD NOT RECIEVE A SATISFACTORY CYLINDER HEAD FROM BMW. WAS LATER INFORMED TO ORDER COMPLETE LONG BLOCK ENGINE ASSEMBLY. RECIEVED ENGINE ASSEMBLY AND ALL ADDITIONAL PARTS. REMOVED EXHAUST SYSTEM, REMOVED DRIVESHAFT, AND REMOVED TRANSMISSION ASSEMBLY. DRAINED ALL FLUID FROM ENGINE AND REMOVED ENGINE ASSEMBLY FROM VEHICLE. REMOVED ALL ACCESORIES INCLUDING ALTERNATOR, POWER STEERING PUMP, AC COMPRESSOR, FUEL INJECTORS, FUEL COMMON RAIL, FUEL PUMP, WIRING HARNESS, FUEL HARD LINES, ENGINE FRONT BALANCER PULLEY, FLYWHEEL, STARTER ASSEMBLY, EGR COOLER AND VACUM LINES. TRANSFERED ALL PREVIOUSLY STATED ITEMS ONTO NEW LONG BLOCK AS RECIEVED FROM BMW. REINSTALLED ENGINE INTO VEHICLE AND HOOKED UP WIRING HARNESS, COOLAANT LINES, STEERING SHAFT, AND POWER STEERING LINES. REINSTALLED TRANSMISSION, DRIVESHAFT AND EXHAUST SYSTEM. REINSTALLED INTAKE MANIFOLD, REINSTALLED EGR AND THROTTLE ASSEMBLY, REINSTALLED TURBOCHARGER CHARGE PIPE FROM INTERCOOLER TO THROTTLE AND REINSTALLED CHARGE PIPE FROM TURBOS TO INTERCOOLER. REPLACED CHARGE AIR COOLER. PERFORMED EVAC AND RECHARGE ON AC SYSTEM. AND LEAK CHECKED. FOUND WATER PUMP THAT CAME WITH THE ENGINE WAS THE WATER PUMP FOR A NON U.S MODEL VEHICLE, AND AS PER BRIAN SIME REPLACED WATER PUMP IN VEHICLE. PERFORMED INJECTION BLEED PROCEDURE FILLED WITH OIL, BLEED POWER STEERING SYSTEM, AND BLEED COOLING SYSTEM, STARTED VEHICLE AND ALL WAS OK AT THIS TIME. DROVE VEHICLE AND FOUND ALL OPERATING AS DESIGNED AT THIS TIME. RESET CLOCK AND TOPPED OFF FLUIDS.
DIAG CODE FOR INJECTOR REPLACEMENT D1350-00000000-01-014
PUMA CASE NUMBER 34490908.

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



www.caseyauto.com

SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206 2385	INVOICE DATE 10/22/10	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636 land4ya@aol.com	LABOR RATE JRRE1	LICENSE No. 50,368	COLOR BLACK/MAGMA	INVOICE No. BMC5336135
RESIDENCE PHONE 757-357-4554	YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	MILEAGE 50,368	DELIVERY DATE 05/29/09	STOCK No. W92075
BUSINESS PHONE 757-238-8845	VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0	P.T.E. No.	SELLING DEALER NO.	DELIVERY MILES 2
	P.O. No.	R.O. DATE 09/10/10	PRODUCTION DATE	
COMMENTS				MO: 50393

TOTALS.....

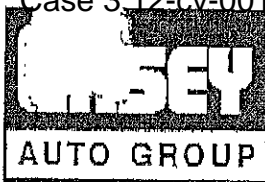
Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today, "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



www.caseyauto.com

SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	6977	INVOICE DATE 12/20/10	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE	50,759	COLOR BLACK/MAGMA	STOCK No. BMCS350492
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d		VEHICLE I.D. No. W R A P N 7 3 5 6 9 A 2 6 5 9 8 0		DELIVERY DATE 05/29/09	DELIVERY MILES 2
		F.T.E. No.		P.O. No.		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS		R.O. DATE 10/30/10		MO: 50760	

LABOR & PARTS
#1 09BMZ DIAGNOSTIC CHECK ENGINE LIGHT
CHECK ENGINE LIGHT COMING ON
CLEARED FAULT MEMOR, FOUND VACUM LINE TO TURBO SHUT OFF
AND NOT PROPERLY CONTROLLING BOOST CAUSING FAULTS
SMOKE TESTED VACUM SYSTEM & FOUND LEAK AT MAIN ACTUATOR
REPLACED VACUM LINE AD ROAD TESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	11-65-7-796-879	VACUUM HOSE BLUE		INTERNAL
JOB # 1	1	11-74-7-797-129	VACUUM HOSE BLACK		INTERNAL
JOB # 1	1	13-71-7-797-465	AIR FILTER ELEMENT		INTERNAL
JOB # 1	1	13-62-7-808-013	EXHAUST PRESSURE SE		INTERNAL
JOB # 1	1	63-21-7-211-214	BULB SOCKET, REAR L		INTERNAL

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

#2 09BMZ COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE 109

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2					INTERNAL

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

#3 09BMZ MOUNT AND BALANCE 2 PRT TIRES, 1 TIME GOODWILL; SCOTT ZIPFEL
CCULP
MATCH BEST RIM WITH TIRE
3612051 1.3 / 36120539
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2	36-11-0-414-665	TIRE 225/45R17 CONT		WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	197259		11/06/10	LOANER # 152	INTERNAL
JOB # 1	197274		12/20/10	LOANER185	INTERNAL

TOTAL - SUBLET 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	350492	INTERNAL
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	350492	INTERNAL
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	350492	INTERNAL
JOB # 2	27	FREE CAR WASH		INTERNAL

TOTAL - MISC 0.00

[] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []



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SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206 6977	INVOICE DATE 12/20/10	INVOICE No. CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636	LABOR RATE	LICENSE No. JRRE1	MILEAGE 50,759	COLOR BLACK/MAGMA
	YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09	DELIVERY MILES 2	STOCK No. W92075
	VEHICLE I.D. No. WBAFN73569A265980	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. No.	P.O. No.	R.O. DATE 10/30/10	
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS	MO: 50760	

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

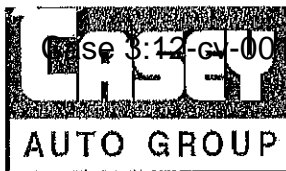
Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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SERVICE
INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206 6596	INVOICE DATE 01/26/11	INVOICE No. BMCS373244
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636	LABOR RATE	LICENSE No. JRRE1	MILEAGE 55,730	COLOR BLACK/MAGMA
	YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09
	VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0			DELIVERY MILES 2
	F. T. E. No.			SELLING DEALER NO.
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS		PRODUCTION DATE
				R.O. DATE 01/25/11
				MO: 55731

LABOR & PARTS
J# 1 21BMZ INTERIOR ADJUSTMENT TECH(S):413 INTERNAL
CUST STATES DRIVERS SIDE FRT SEAT BELT @ TIMES
LOCKS UP AND SOMETIMES IT WONT LATCH / UNLATCH
CK AND ADVISE
COULD NOT DUPLICATE CONCERN, FOUND NO PROBLEMS.413
WILLING TO HAVE CUSTOMER SHOW TECH THERE CONCERN.413

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13BMZ LIGHT SWITCH WIRES TECH(S):413 151.50
CUST STATES BULB MALFUNCTION ON IN DASH, CK BULBS / LIGHTS
CHECK AND ADVISE
E
FOUND RIGHT REAR TURN SIGNAL LEDS TO BE BAD CAUSING TAIL
LAMP TO FLICKER WHEN OPERATED. ALSO FOUND FRM TO NEED
UPDATING.413
\$357.84 AUTH #11065934
RYAN WARRANTY
800-621-2130
REPLACED RIGHT REAR OUTER TAIL LAMP ASSEMBLY WITH NEW,
PROGRAMEND AND ENCODED CAR.413

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 63-21-7-289-430 REAR LIGHT IN THE S 206.34
JOB # 2 TOTAL PARTS 206.34
JOB # 2 TOTAL LABOR & PARTS 357.84

J# 3 02BMZZ STD SCOPE STD SCOPE TECH(S):413 WARRANTY
PERFORM STD SCOPE PER DCS
0000105 .2
STD SCOPE PERFORMED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 02BMZZ VEHCK SER VEH CHECK TECH(S):413 WARRANTY
PERFORM VEHICLE CHECK PER DCS
0000624 .6
VEHICLE CHECK PERFORMED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 02BMZZ ANNUAL 1 BI ANNUAL BRK FLUID TECH(S):413 WARRANTY
PERFORM BIENNIAL BRK FLUID CHANGE
0000618 .4

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

OWNER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 01/26/11	INVOICE No. BMCS373244
REN L WHITE 039 FOURSQUARE RD ITHFIELD, VA 23430-8636	LABOR RATE	LICENSE No. JRRE1	MILEAGE 55,730	COLOR BLACK/MAGMA
	YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0	DELIVERY DATE 05/29/09	DELIVERY MILES 2
	F. T. E. No.	P.O. No.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 57-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS		MO: 55731

COMPLETE BIENNIAL SERVICE

PTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
3	5	81-22-0-142-156	BRAKE FLUID		0.00

JOB # 5 TOTAL PARTS

JOB # 5 TOTAL LABOR & PARTS

J# 6 01BMZZ-L70-FRONT OIL & FILTER CHANGE TECH(S): 413
CHANGE OIL AND FILTER, CK UNDER HOOD FLUIDS, ADD AS NEEDED;
CK AND CORRECT TIRE PRESSURES.
0000610 .6
COMPLETED.

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
OB # 6	1	11-42-7-788-460	SET OIL-FILTER ELEM		0.00
OB # 6	8	07-51-0-037-195	OIL 5W30 DIESEL		0.00

JOB # 6 TOTAL PARTS

JOB # 6 TOTAL LABOR & PARTS

J# 7 02BMZCBMFS MICROFILTER CBS TECH(S): 413
CUSTOMER REQUESTS A MICROFILTER SERVICE
CUSTOMER REQUESTS A MICROFILTER SERVICE
0000616 .1
PERFORMED A MICROFILTER SERVICE PER CUSTOMER'S REQUEST

PTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 7	1	64-31-9-142-115	ICROFILTER/ACTIVATE		0.00

JOB # 7 TOTAL PARTS

JOB # 7 TOTAL LABOR & PARTS

J# 8 70BMZ MISC OPERATIONS TECH(S): 413
CUST TO PAY FOR LOANER CAR REPAIR, SEE PREVIOUS RO
\$345.14 / RO#350732 / DECEMBER 02 2010
0
0

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
					0.00

JOB # 8 TOTAL PARTS

JOB # 8 TOTAL LABOR & PARTS

J# 9 31BMZZCOURTESY COURTESY DETAIL TECH(S): 207
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
VEHICLE IS CLEAN
207

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
					0.00

JOB # 9 TOTAL PARTS

JOB # 9 TOTAL LABOR & PARTS

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 01/26/11	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 55,730	COLOR BLACK/MAGMA
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09		STOCK No. W92075
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0	SELLING DEALER NO.		DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845	R.O. DATE 01/25/11		PRODUCTION DATE
		COMMENTS			
MO: 55731					

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 200577 01/26/11 LOANER156

TOTAL - SUBLET

INTERNAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 30 POLICY-RENTAL CARS-SERVICE 373244
JOB # 9 27 FREE CAR WASH

TOTAL - MISC

INTERNAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$450.00 (+TAX)

COMMENTS-----
LOANER.KD

TOTALS-----

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

TOTAL LABOR.... 151.50
TOTAL PARTS.... 206.34
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 357.84

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []

[] CREDIT [] DEBIT OTHER []



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Casey Auto Group 0115-MHL Document 54 Filed 08/20/12 Page 59 of 70 PageID# 723

SERVICE
INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839	ADVISOR MICHAEL KLINE	TAG No. 206 5903	INVOICE DATE 02/17/11	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636	LABOR RATE JRRE1	LICENSE No. JRRE1	MILEAGE 58,711	INVOICE No. BMCS378793
	YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d		COLOR BLACK/MAGMA	STOCK No. W92075
	VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		DELIVERY DATE 05/29/09	DELIVERY MILES 2
	F.T.E. No.	P.O. No.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 02/15/11	
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS MO: 58711		

LABOR & PARTS
J# 1 13BMZ LIGHT SWITCH WIRES TECH(S) 413 116.00
CUST STATES RED WARNING INDICATOR ON IN DASH, NO START
999 MILES TO 0 MILES, VEHICLE SHUT OFF - TOW IN
FOUND EUREA DIESEL EXHAUST FLUID TO BE LOW,
TOPPED OFF DIESEL EXHAUST FLUID. 413

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	83-19-0-441-139		DIESEL EXHAUST FLUI	17.64
JOB # 1 TOTAL PARTS					35.28
JOB # 1 TOTAL LABOR & PARTS					151.28

J# 2 31BMZZCOURTESY **COURTESY DETAIL TECH(S) 379 INTERNAL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE
379

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	INTERNAL
JOB # 1	201365			02/17/11	LOANER # 173	
TOTAL - SUBLET						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
JOB # 1	28	ENVIRONMENTAL DISP/SHOP SUPPLIES	378793	12.76
JOB # 1	30	POLICY-RENTAL CARS-SERVICE	378793	INTERNAL
JOB # 2	27	FREE CAR WASH		INTERNAL
TOTAL - MISC				12.76

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$200.00 (+TAX)

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
767-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		206	5903	INVOICE DATE 02/17/11	CELL 757-650-4225
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE		LICENSE No. JRRE1	MILEAGE 58,711	COLOR BLACK/MAGMA	STOCK No. BMCS378793
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09		DELIVERY MILES 2	
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E No.		P.O. No.		R.O. DATE 02/15/11	
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS					

MO: 58711

TOTALS

Thank you for allowing us to service your vehicle! BMW will be mailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!

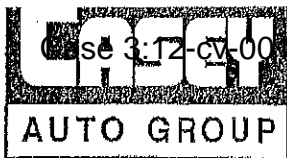
TOTAL LABOR....	116.00
TOTAL PARTS....	35.28
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	12.76
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.41

TOTAL INVOICE \$ 166.45

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



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Case 3:12-cv-0015-MHL Document 54 Filed 08/20/12 Page 61 of 70 PageID# 725

SERVICE INVOICE

CASEY BMW
12861 JEFFERSON AVE
NEWPORT NEWS VA 23608
757-989-1300
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	5330	INVOICE DATE 03/31/11	CELL 757-650-422
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE		LICENSE No. JRRE1	MILEAGE 63,906	COLOR BLACK/MAGMA	INVOICE No. BMCS387811
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d		DELIVERY DATE 05/29/09		STOCK No. W92075	
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0		SELLING DEALER NO.		DELIVERY MILES 2	
		F.T.E. No.		P.O. No.		PRODUCTION DATE	
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		COMMENTS		R.O. DATE 03/18/11	
						MO: 63906	

LABOR & PARTS
J# 1.02BMZZ-STD SCOPE *STD SCOPE TECH(S):413 WARRANTY
PERFORM STD SCOPE PER DCS
0000105 .2
STD SCOPE PERFORMED.

TS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2.01BMZZ-LEAF OIL & FILTER CHANGE TECH(S):413 WARRANTY
CHANGE OIL AND FILTER, CK UNDER HOOD FLUIDS, ADD AS NEEDED;
CK AND CORRECT TIRE PRESSURES.
0000610 .6
COMPLETED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 7 07-51-0-037-195 OIL 5W30 DIESEL WARRANTY
JOB # 2 1 11-42-7-788-460 SET OIL-FILTER ELEM WARRANTY
JOB # 2 1 11-73-1-261-489 T-CONNECTOR WARRANTY
JOB # 2 1 07-51-0-037-195 OIL 5W30 DIESEL WARRANTY
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3.04BMZZ-FILTER *REPLACE FUEL FILTER TECH(S):413 WARRANTY
CUSTOMER REQUEST FUEL FILTER BE REPLACED.
CBS DATA??
0000604 .4
REPLACE FUEL FILTER.

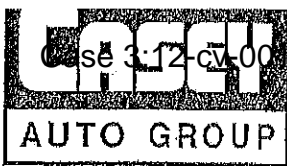
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 1 13-32-7-802-939 FUEL STRAINER WITH WARRANTY
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4.03BMZZ-FILTER *AIR FILTER TECH(S):413 WARRANTY
CK AIR FILTER -- REPLACE IF NEEDED
0000602 .2
REPLACED AIR FILTER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 1 13-71-7-797-465 AIR FILTER ELEMENT WARRANTY
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5.22BMZ *EXTERIOR TRIM TECH(S):413 1435.65
VEH TOW IN - VEH HOT OBJECT IN ROAD AND THEN HIT CURB,
CHECK VEH OVER FOR DAMAGES
FOUND SUBFRAME, LEFT FRONT CONTROL ARM, RIGHT REAR CONTROL
ARM TO BE DAMAGED.413

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[] CREDIT [] DEBIT OTHER []



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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206 5330	INVOICE DATE 03/31/11	INVOICE No. BMCS387811
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 63,906	GOLOR BLACK/MAGMA
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d	DELIVERY DATE 05/29/09		DELIVERY MILES 2
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		R.O. DATE 03/18/11	
COMMENTS		MO: 63906			

REPLACED SUBFRAME, LEFT FRONT CONTROL ARM, RIGHT REAR CONTROL ARM.413

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	31-11-6-785-639	FRONT AXLE SUPPORT	626.06	626.06
JOB # 5	12	41-13-2-291-403	BLIND RIVET NUT	1.60	19.20
JOB # 5	1	31-11-6-768-714	ROD	70.34	70.34
JOB # 5	4	31-10-6-763-928	HEX BOLT WITH WASHER	3.08	12.32
JOB # 5	4	33-32-6-760-668	SELF-LOCKING COLLAR	0.64	2.56
JOB # 5	1	51-75-7-205-471	UNDERHOOD SHIELD	129.32	129.32
JOB # 5	4	07-11-9-904-295	SELF-LOCKING COLLAR	0.38	1.52
JOB # 5	1	31-12-6-770-849	WISHBONE, LEFT	112.43	112.43
JOB # 5	1	33-32-6-772-899	ROLL-OVER STRUT WIT	66.64	66.64
JOB # 5	1	31-10-6-763-928	HEX BOLT WITH WASHER	3.08	3.08
JOB # 5	2	07-14-7-154-447	SHEET METAL NUT, SE	0.27	0.54
JOB # 5 TOTAL PARTS					1044.01
JOB # 5 TOTAL LABOR & PARTS					2479.66

J# 6-27BMZ LEAK, SQUEAK, RATTLE TECH(S):413 INTERNAL
CUST STATES WHILE TURNING THERE IS A CLICKING NOISE FRT OF
VEH AND ALSO RUBBING / SQUEAKING NOISES IN REAR, CK / ADVISE
413
SEE LINE 5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

J# 7-31BMZZCOURTESY *COURTESY DETAIL TECH(S):109 INTERNAL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
TIME ADDED FOR JUSTIN THIS RO. OK CCULP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7 TOTAL PARTS					0.00
JOB # 7 TOTAL LABOR & PARTS					0.00

J# 8-07BMZZ-SUSP-R *SUSPEN COND RED TECH(S):413 INTERNAL

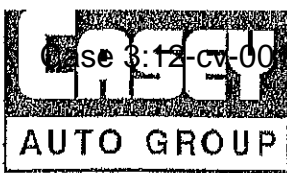
FOUND RIGHT REAR CONTROL ARM TO BE DAMAGED.413

REPLACED RIGHT REAR LOWER CONTROL ARM.413
SEE LINE 5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 8 TOTAL PARTS					0.00
JOB # 8 TOTAL LABOR & PARTS					0.00

J# 9-70BMZZ-MISC-R *MISC REPAIR RED TECH(S):413 59.00
CLEANED EXHAUST PIPE AS PER INSURANCE REQUEST.413

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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206 5330	INVOICE DATE 03/31/11	INVOICE No. BMCS387811
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 63,906	COLOR BLACK/MAGMA
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d			STOCK No. W92075
		VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0			DELIVERY DATE 05/29/09
		F.T.E. No.			DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		SELLING DEALER NO. 03/18/11	
		COMMENTS		PRODUCTION DATE	

MO: 63906

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	203320			03/30/11	REPAIR	275.00
JOB # 5	203367			03/31/11	BODYSHOP	1066.29
TOTAL - SUBLET						1341.29

CODE	DESCRIPTION	CONTROL NO.	
JOB # 5	28 ENVIRONMENTAL DISP/SHOP SUPPLIES	387811	60.00
JOB # 7	27 FREE CAR WASH		INTERNAL 60.00
TOTAL - MISC			60.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$5000.00 (+TAX)

COMMENTS
CHECK WHEELS FOR DAMAGE

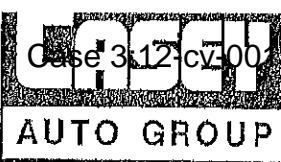
RECOMMENDATIONS
POWERS 544-6173
CUSTOMER HAS \$250 DEDUCTIBLE
GEICO PAYING \$4052.15 (MECHANICAL AND BODYSHOP)
VEHICLE CLAIMED BY MARILYN SUNDY 757-592-5525
109 SHARPS ROAD
WILLIAMSBURG VA 23188-2570

TOTALS

Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!	TOTAL LABOR....	1801.64
	TOTAL PARTS....	1044.01
	TOTAL SUBLET...	1341.29
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	60.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	55.21
	TOTAL INVOICE \$	4302.15

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206 5330	INVOICE DATE 03/31/11	INVOICE NO. BMCS387811
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 63,906	COLOR BLACK/MAGMA
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d			STOCK No. W92075
		VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0			DELIVERY DATE 05/29/09
		F. T. E. No.			DELIVERY MILES 2
RESIDENCE PHONE 757-357-4554		BUSINESS PHONE 757-238-8845		SELLING DEALER NO.	PRODUCTION DATE
		COMMENTS		R.O. DATE 03/18/11	

MO: 63906

413
CLEANED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 9 TOTAL PARTS 0.00
JOB # 9 TOTAL LABOR & PARTS 59.00
J#10+07BMZZ-ALIGN-R-ALIGN-RED-TECH(S):413 129.99

PERFORMND ALIGNMENT.
413

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 10 TOTAL PARTS 0.00
JOB # 10 TOTAL LABOR & PARTS 129.99
J#11+08BMZZ-STEER-R-STEER-CONDITION-RED-TECH(S):413 INTERNAL

REPLACED FRONT LEFT LOWER CONTROL ARM WITH NEW.413
SEE LINE 5

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 11 TOTAL PARTS 0.00
JOB # 11 TOTAL LABOR & PARTS 0.00
J#12+09BMZZ-TIRE-R-TIRE-CONDITION-RED-TECH(S):413 INTERNAL

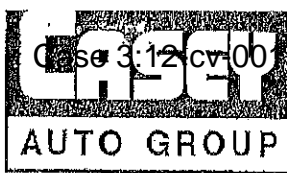
TIRE TREAD DEPTH WORN TO/OR BELOW 3/32".
TIRE/TIRES NEED TO BE REPLACED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 12 TOTAL PARTS 0.00
JOB # 12 TOTAL LABOR & PARTS 0.00
J#13+06BMZZ-BRAKE-R-BRAKE-CONDITION-RED-TECH(S):413 177.00

FOUND TRACTION LIGHT TO BE ON.
SHORT TESTED SYSTEM, FOUND STEERING ANGLE POSSIBILTY FAULT
DUE TO FRONT END DAMAGE, RECALIBRATED STEERING ANGLE SENSOR
DELETED FAULTS.413

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 13 TOTAL PARTS 0.00
JOB # 13 TOTAL LABOR & PARTS 177.00

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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE	TAG No. 206	INVOICE DATE 05/06/11	CELL # 757-650-422	
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 67,739	INVOICE No. BMCS399294	
		YEAR / MAKE / MODEL 09/BMW/3 SERIES/335d			COLOR BLACK/MAGMA	STOCK No. W92075
		VEHICLE I.D. No. WBA PN 7 3 5 6 9 A 2 6 5 9 8 0			DELIVERY DATE 05/29/09	DELIVERY MILES 2
		F.T.E. No.			P.O. No.	PRODUCTION DATE
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS		R.O. DATE 05/02/11		

MO: 67739

LABOR & PARTS

J# 1 13BMZ FLIGHT SWITCH WIRES TECH(S): 1842 INTERNAL
CUST STATES WARNING LIGHT ON IN DASH FOR FLUID LOW,
-200 MILES TILL CUT OFF
VEHICLE READ 375 MILES TO CUT OFF
1842
REFILLED DIESEL EXHAUST FLUID, TEST DROVE-GOOD.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	83-19-0-440-158	DIESEL EXHAUST FLUI	INTERNAL
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 31BMZZ COURTESY COURTESY DETAIL TECH(S): 1041 INTERNAL
COURTESY CLEAN--WASH VEHICLE, CHAMOIS DRY, DRESS TIRES,
VACUUM
DONE.....
1041

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3+09BMZ TIRES & WHEELS TECH(S): 1842 INTERNAL
CUSTOMER STATES THAT VEHICLE SHAKES AT HIGHWAY SPEEDS
FEELS IT IN THE STEERING WHEEL
REAR TIRES SHOWING CHORDS INSIDE THREAD
1842
INSPECTED, FOUND REAR TIRES SHOWING CHORDS, VEHICLE IS
UNSAFE TO DRIVE, NEED TO REPLACE BOTH REAR TIRES AND ALIGN
VEHICLE THEN TEST DRIVE, CUST. DECLINES REPAIRS.

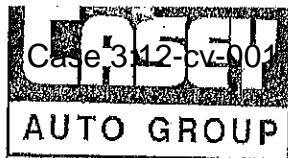
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4+19BMZ ENGINE REPAIR TECH(S): 1842 INTERNAL
CUSTOMER STATES THEY FELT THE CAR BOG WHEN ACCELERATING
CHECK AND ADVISE
COULD NOT DUPLICATE CUST. COMPLAINT
1842
TEST DROVE VEHICLE, VEHICLE DROVE AS DESIGNED.
NEED TO REPLACE TIRES AND RETEST
TIRES UNSAFE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

J# 5+22BMZZ MISC MISC BODY TECH(S): 1842 INTERNAL
CUSTOMER STATES REAR END SWAYS OR SHAKES WHEN HITTING EVEN T

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CUSTOMER No. 174839		ADVISOR MICHAEL KLINE		TAG No. 206	INVOICE DATE 05/06/11	INVOICE NO. 757-650-427
KAREN L WHITE 14039 FOURSQUARE RD SMITHFIELD, VA 23430-8636		LABOR RATE	LICENSE No. JRRE1	MILEAGE 67,739	COLOR BLACK/MAGMA	STOCK No. BMCS399294
		YEAR/MAKE/MODEL 09/BMW/3 SERIES/335d			DELIVERY DATE 05/29/09	DELIVERY MILES 2
		VEHICLE I.D. No. W B A P N 7 3 5 6 9 A 2 6 5 9 8 0			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. No.			P.O. No.	R.O. DATE 05/02/11
RESIDENCE PHONE 757-357-4554	BUSINESS PHONE 757-238-8845	COMMENTS				

NEED TO REPLACE TIRES. REAR TIRES UNSAFE TO DRIVE
1842
E

MQ: 67739

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 204687 05/06/11 LOANER185
TOTAL - SUBLET INTERNAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 30 POLICY-RENTAL CARS-SERVICE 399294 INTERNAL
JOB # 1 30 POLICY-RENTAL CARS-SERVICE 399294 INTERNAL
JOB # 2 27 FREE CAR WASH
TOTAL - MISC INTERNAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

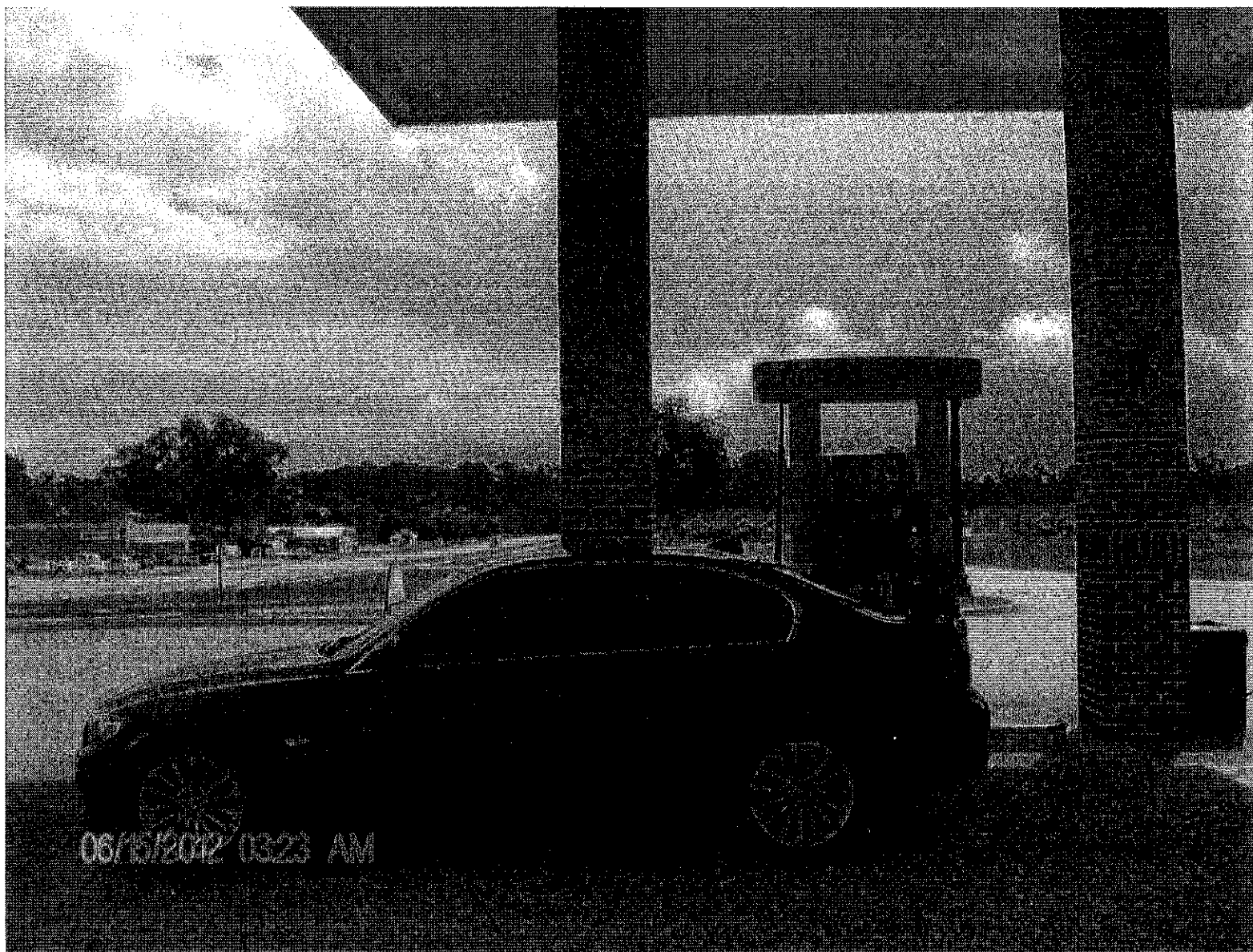
RECOMMENDATIONS-----
CUSTOMER DECLINED
REAR TIRES - METAL SHOWING
ALIGNMENT

TOTALS-----
Thank you for allowing us to service your vehicle! BMW will be emailing you to rate us on our performance today. "10" is our only passing score. If for any reason you do not feel we deserve a passing score please give me a call to discuss your concerns. Thanks again for your visit!
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

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[] CREDIT [] DEBIT OTHER []



**ULTRA-LOW SULFUR
HIGHWAY DIESEL FUEL
(15 ppm Sulfur Maximum)**

Required for use in all model year
2007 and later highway diesel
vehicles and engines.

Recommended for use in all diesel
vehicles and engines.

06/15/2012 03:22 AM

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HIGHWAY DIESEL FUEL**
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